


# Trust Global Shop Solutions for ERP Success

By Dusty Alexander  
President & CEO  
Global Shop Solutions






“ Corilam’s a family-owned business, and so is Global Shop Solutions. That’s been one of our attractions to their operation from the very beginning. We understand that there’s a lot more pride when you have a family-owned business, and obviously it’s a closer feeling and relationship we have with Global Shop Solutiions. I know that they’re going to be reliable, and everybody in their organization is a little closer tied to us, because they’re also a family-run business. We like that. ”

**BRAD ROBINS, CORILAM FABRICATING COMPANY**





When considering an ERP system, most companies focus on the quality of the product.

They ask questions like:

**WHAT ARE THE FEATURES AND BENEFITS?**

**HOW MANY BELLS AND WHISTLES DOES IT HAVE?**

**DOES IT HAVE THIS OR THAT FUNCTIONALITY?**

**IS IT EASY TO USE?**

**CAN IT BE CUSTOMIZED TO OUR UNIQUE MANUFACTURING ENVIRONMENT?**

These are certainly key factors in any ERP decision. But at **Global Shop Solutions**, we believe there's an even more important set of questions to ask. These have to do with the quality of the company and the people who work in it.

For example, does the software really do everything the vendor says it will do? Will the vendor take the time to get to know our company, our people and the way we operate? What kind of training is offered and how much does it cost? Do they provide realtime support? Will the vendor lose interest in us after the sale, or do they plan to stick around for the long haul? Many times, the decision to purchase ERP software comes down to a single, overriding question: can we trust that the vendor will be there for us when we need them?

**WITH GLOBAL SHOP SOLUTIONS, THE ANSWER TO THESE QUESTIONS IS A RESOUNDING "YES!"**



# A Legacy of Trust

At Global Shop Solutions, we've been earning our customers' trust for nearly four decades. That's one reason why we have some of the most loyal customers in the industry. Many of our customers have been with us for 20 years or more, a rarity in the constantly changing world of ERP software. And some have been with us for almost our entire existence!

We've earned their trust by building a robust ERP system and backing it up with comprehensive training and exceptional customer service. We've also earned it by delivering the highest implementation success rate in the industry. Most of all, we've earned it by doing what we say we're going to do. Many software companies have a reputation for promising more than they can deliver. At Global Shop Solutions, when we make a promise or a commitment, you can count on us to follow through.

Our goal as a software vendor is not just to sell you a product. It's to become a trusted partner in the long-term success of your manufacturing enterprise. Someone who understands the unique challenges of your manufacturing environment. Someone who considers your success as important as our own. Someone who will be there with you every step of the way. Our customers know and appreciate this, and they'll be the first to say that you can count on Global Shop Solutions to be there when you need us!



## **DUSTY ALEXANDER, PRESIDENT AND CEO**

Dusty Alexander became president of Global Shop Solutions in 2006. Following graduation from Baylor University in 1990 with a B.S. in business and finance, Dusty went to work full time in sales. Dusty's close communication with Global Shop Solutions customers has resulted in improved customer service, product innovation, and very successful customers. It's fair to say that Dusty has personally visited hundreds of shops just like yours.



## **DICK ALEXANDER, CHAIRMAN**

Dick Alexander incorporated Global Shop Solutions in 1976. His background includes a B.S. from the University of Missouri, followed by service as an officer in the United States Navy, Harvard MBA, and CPA. Dick started Global Shop Solutions as a computer service bureau in a small, one-person office. He was the chief systems designer through 1999. The company has grown to include thousands of users throughout the United States, Canada, Europe, Latin America, and Asia supported by over 100 Global Shop Solutions employees.

# 5 Pillars of Success

The Global Shop Solutions philosophy is built around five “pillars of success” that set us apart from all other ERP companies.



# 1 Stable Ownership

Founded in 1976 by Dick Alexander, Global Shop Solutions Solutions has enjoyed the same ownership since 1976—a claim that no other ERP software company can make. And with several second-generation family members assuming key positions in the company, Global Shop Solutions promises to have the same stable ownership for years to come.



## WHY IS CONTINUITY OF OWNERSHIP SO IMPORTANT?

Because when a company gets bought or sold every few years (as happens with many software companies), you never know what to expect. The new owners may force you to “upgrade” to their applications at a much higher cost, with no concern about the disruptions that might cause to your business. Or, they may decide to eliminate certain features of the software that are critical to your business. They may continue with the same customer service philosophy as the previous owners, or they may go off in a completely different direction.

In addition, turnover in ownership often translates into turnover in personnel. Which means that the support people your employees have gotten to know and trust will be replaced by new employees who know nothing about your business or how you use the software. Ask anyone who has ever depended on software customer service to help resolve technical issues and they will tell you how reassuring it is to have continuity of support.

At Global Shop Solutions, we take pride in having one of the lowest employee turnover rates in the industry. Many of our consultants and customer service staff have worked for the company for more than 10 years. And each one of our senior consultants have successfully completed at least 100 Global Shop Solutions implementations. When your employees come in for training, they'll learn from highly-skilled trainers with years of experience working with Global Shop Solutions customers. And when your employees need phone support, they'll work with customer service professionals in our corporate Service Department in The Woodlands, Texas.

No other manufacturing ERP software company can match our stability at the ownership and employee level. With Global Shop Solutions, you can trust that top-notch employees who help you—from implementation through to day-to-day use—will be there to answer your questions tomorrow.

# 2

## Manufacturing Mindset

Albert Einstein wrote, “Know where to find the information and how to use it—that’s the secret of success.” Well, at Global Shop Solutions, we know manufacturing and we know how to use it!



Virtually every key employee in our company, from the owner on down, has spent considerable time working in a manufacturing environment. Even our highly-skilled software engineers, who have the technical backgrounds required for high-level software design and programming, know manufacturing. We are all manufacturing folks who have a real passion for helping discrete manufacturing companies operate leaner and more profitably.

Global Shop Solutions’ founder, Dick Alexander, worked as the controller of several major manufacturing companies, where he implemented performance measurement, inventory control and other large cost reductions using data processing systems. Dusty Alexander, our president, has worked in a sales or implementation capacity with more than 2,000 manufacturing companies. Erika Klein, our executive vice president of R&D, has worked with hundreds of customers in installation, service and program development. Our employees’ backgrounds range from people who began working in their father’s machine shop at age 12 to the controller of a very large make-to-order oil field manufacturer.

Perhaps most impressive is that we have employees who operated Global Shop Solutions in their previous job. Not only do they bring extensive manufacturing experience to the table, they also have years of hands-on experience using Global Shop Solutions to run their former companies more efficiently and profitably.

The result of this deliberate decision to build Global Shop Solutions around veteran manufacturers is an exceptional ERP software system that is designed, built and supported by people with years of practical manufacturing experience.

So, technically we’re a software company, but we live and breathe manufacturing. We think like manufacturers. We talk like manufacturers. And we build our software to fit your unique manufacturing environment rather than trying to force you to fit the software. Nobody in our industry understands manufacturing like we do. Nobody!

# 3

## Industry-Best Training

Another component that sets Global Shop Solutions apart from all the other ERP vendors is our commitment to training. We understand that the secret to your success with Global Shop Solutions is having a well-trained staff that knows how to use the software to its full potential. That's why we're dedicated to providing the most comprehensive training in the industry. And not just the best, but the most cost-effective.



Unlike other software companies, initial training on Global Shop Solutions software is free and takes place at Global Shop Solutions University at our headquarters in The Woodlands, Texas. You can send as many people as you want, for no additional training cost—you pay travel and lodging expenses only.

After you “go live,” you can continue to send new employees for initial training. Again, it's as many people as you want, as often as you want. And there's no charge.

But there's more.

### **WE ALSO OFFER GLOBAL SHOP SOLUTIONS' EXCLUSIVE TRAINING SYSTEM.**

#### **FastTRAIN™ Consultants**

FastTRAIN Consultants possess years of manufacturing experience. Each one has completed at least 100 Global Shop Solutions customer installations. In addition to virtual and in-house training, FastTRAIN Consultants are available for travel to your company's facility to share their expertise in specific training/service areas.

#### **FastTRAIN Classes**

Our thorough and ongoing FastTRAIN classes are available on a regularly scheduled or as-needed basis for customer convenience.

#### **FREE Friday Features**

A FREE customer class takes place every Friday and covers various aspects of the system, including new features and tips.

#### **FastTRAIN Virtual Training**

Includes hundreds of learn-at-your-own-pace video courses.

#### **Help Documentation**

Comprehensive Help training manuals are built into your Global Shop Solutions system on your PC.



# 4

## Premier Customer Service

At Global Shop Solutions, customer service means resolving problems and issues on your timetable, not ours.



To staff a superior Service team, extreme care is taken in the hiring process. Global Shop Solutions' Service professionals possess high grade-point averages and all are motivated to resolve calls thoroughly and quickly. You might say that our Service team has a calling to be of service. And our customers love them!

Our employees who work the switchboard of incoming calls are hand-picked for customer service aptitude. Our Service telephone support lines are staffed at corporate headquarters by trained customer service representatives who route your call to the Global Shop Solutions **ServiceWeb** for quick answers. Unlike other software companies, you always speak with Global Shop Solutions personnel and not some telephone bank in a foreign country.

In addition, our comprehensive and easy-to-use Help System provides answers to your questions right on your PC or laptop. Help is continuously monitored and updated, so you're never without the latest information regarding the software.

### **SERVICE LEADERSHIP – THE CRUCIAL COMPONENT**

Global Shop Solutions' quality care begins with Mike Melzer, the vice president of Global Shop Solutions customer service. For almost two decades, Mike's high ethical and technical standards move customer inquiries through the service center every day with care—and quickness.

When it comes to his service model, Mike always sees things through the eyes of the customer. "During the day, I often find myself saying 'Your business is our business.' By this I mean that the more successful our customers are, the more successful we are. Our customers, really, are the ones with the best ideas about what they need, so it's important that we listen carefully to them."

Global Shop Solutions has intentionally developed very close relationships with its customers. Mike understands that this is crucial to the way he approaches the management of customer service. "Our customers are great. We have really close relationships with most of them. I know about their families, and I often know where they're going on vacation! At the same time, our customers push us hard to always make things better in our system, and that's simply invaluable feedback for us."

## Customer Service You Can Trust

"Global Shop Solutions always helps us out and gives us anything we need, and their service department has done wonders for us over the years. When I send an e-mail message or call them regarding our service, someone is back to me within 10 minutes. I'd have to say that their quality of service is the primary reason they keep customers like us for so long."

"Thank you so much, Delores, for getting us back on track."

"Very quick response from Langley with exactly what I needed."

"As usual, your support is fast to respond, courteous, and professional. Kathy took care of my problem immediately."

"It's nice to know you have people like Ricardo to help people like me—it relieves the stress. Thank you!"

"Really appreciated the after hours support!"

"Jialing is awesome! I'm grateful you have her to help us out."

"Addressed the issue completely!"

"Fast and effective!" "Julie has been excellent at attending to our needs."

"Global Shop Solutions has more support dedicated to us than we've got time or need to use. But it's nice to know that when we do need them, they're ready to help."

"George was great at fixing our problem."

# 5

## Networking

Over the years we've discovered that our customers often learn as much from each other as they do from our trainers and consultants. So each year we provide several opportunities for Global Shop Solutions users to get together and share their ideas and best practices for using the software.



### THESE INCLUDE:

**Regional Conferences.** These events are held throughout the year in various parts of the country. They typically attract several hundred Global Shop Solutions users and consist of a full day of workshops, training sessions and networking with other Global Shop Solutions companies in your area.

**Annual ERP Users Conference.** A favorite of many Global Shop Solutions customers, our annual conference offers classroom-style training, previews of new applications and features, consulting, and valuable networking with other Global Shop Solutions users and industry partners.

Today, Global Shop Solutions is the largest privately-held discrete manufacturing ERP solutions company for small to mid-size manufacturers in the United States, and it remains under the stable ownership of two generations of the Alexander family.

Call or email [info@gssmail.com](mailto:info@gssmail.com) to set up a demonstration to see Global Shop Solutions in action. We look forward to earning your trust and building your success.





## ABOUT THE AUTHOR

**Dusty Alexander** is President and CEO of Global Shop Solutions. Since joining the company in 1990, he has played a leading role in Global Shop Solutions' new product development, with a special emphasis on customer-driven applications and customer success.

Dusty has been instrumental in Global Shop Solutions' growth and development as an innovative leader in the ERP software industry. Under his direction, Global Shop Solutions has increased sales every year, and has grown into one of the largest privately held discrete manufacturing ERP software solutions companies in the United States.

Dusty is actively involved in Global Shop's customers' increased benefits derived from the software. Through his dedication, Global Shop Solutions has earned a reputation for outstanding customer service, superior training and highly successful product implementations.

To learn more about achieving ERP Success with Global Shop Solutions, call 1.800.364.5958 or visit [www.globalshopsolutions.com](http://www.globalshopsolutions.com).

