

CASE STUDY

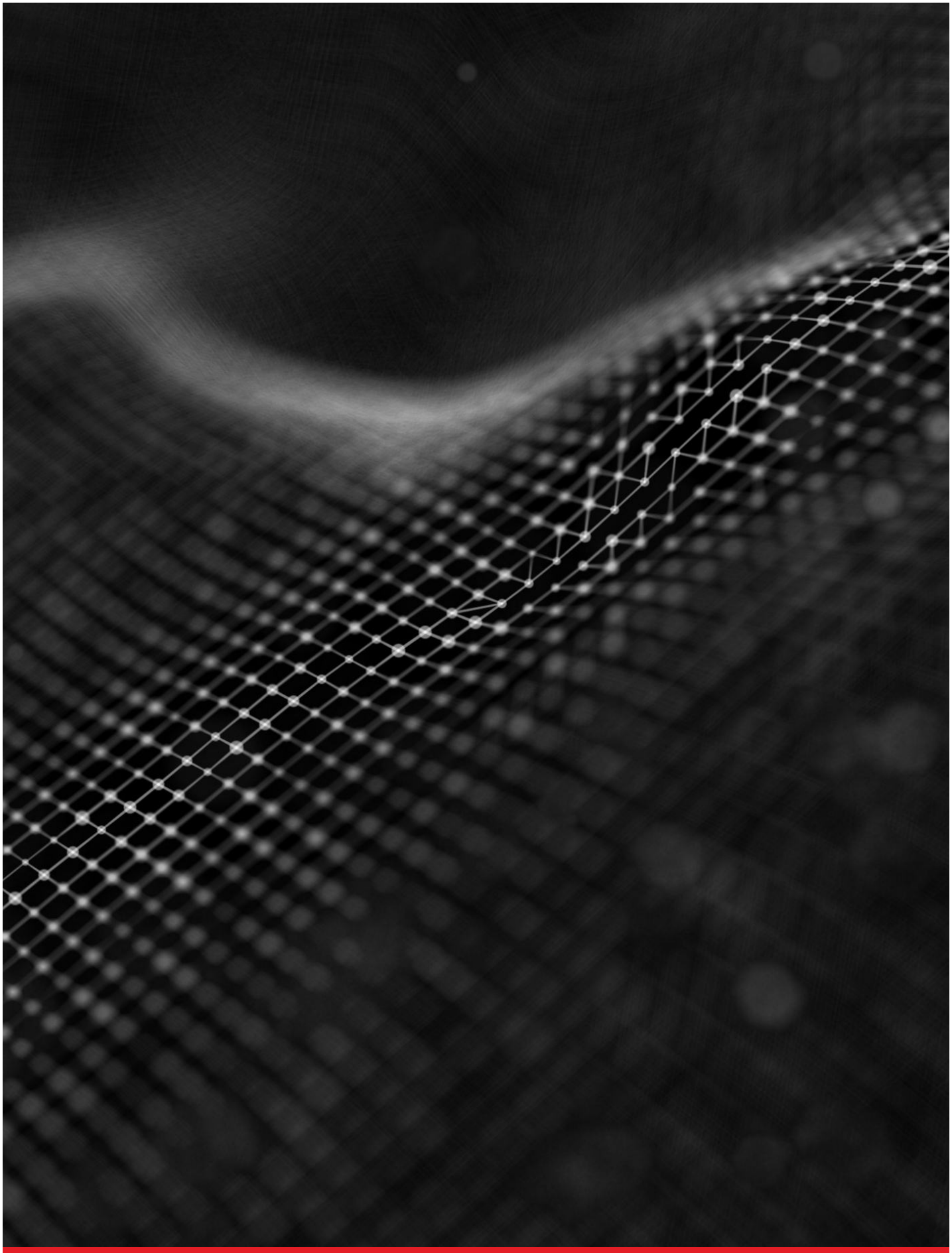
Griffin Distribution's Digital Transformation with Axiom Software



BACKGROUND

Griffin Distribution is a leading franchised electronic components distributor in North America.

They manage complex supply chains for OEMs and contract manufacturers. With over 25 years of industry experience, Griffin Distribution has faced and adapted to numerous challenges, particularly in the ever-evolving landscape of technology and software solutions.



The Challenge: Outdated Software and Operational Inefficiency

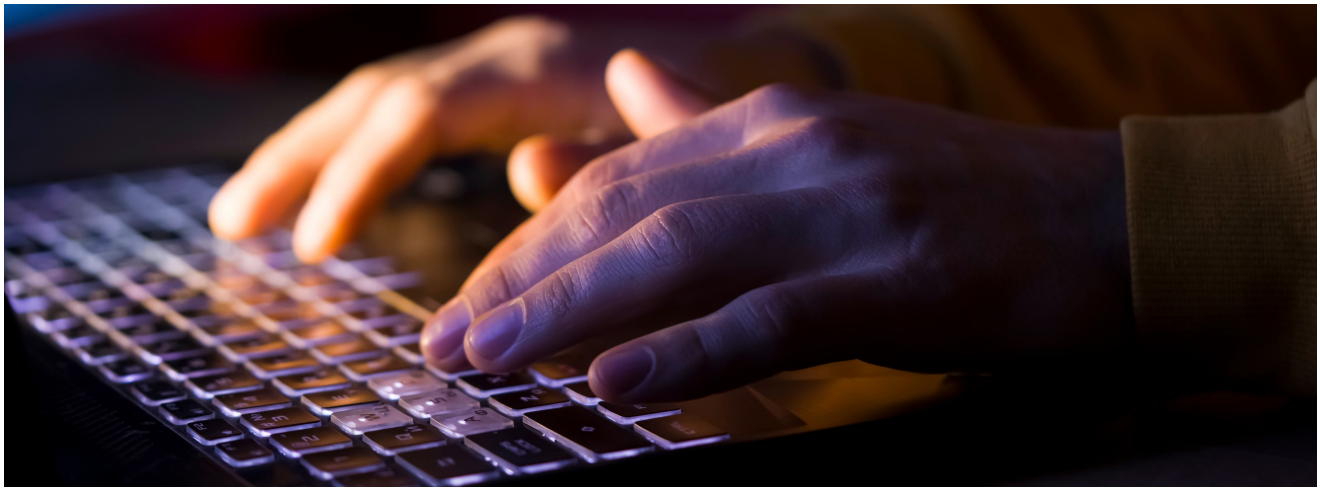
Early on in his career, Griffin Distribution founder Dave Herrera faced every electronic components distributor's worst nightmare. When antiquated, green-screen software, managed by a single aging programmer, crashed entirely, his at-the-time employer's operations ground to a halt, and the company teetered on the brink of collapse.

Dave later on founded Griffin Distribution, and in hopes of disrupting the industry norm, turned to Axiom Software and implemented their AxiomHQ software. "Since we already had familiarity with ePDS, starting our new venture with AxHQ made much more sense," said Herrera.

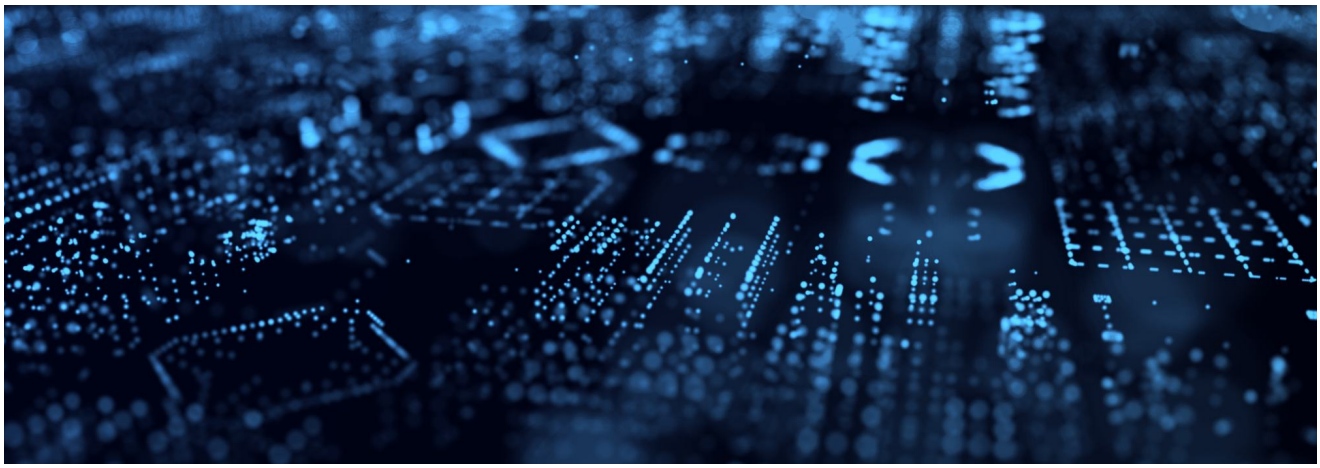
As Axiom Software evolved, so did Griffin Distribution. They embraced AxiomHQ, Axiom's next-generation platform, becoming early adopters of its intuitive interface and advanced features. AxHQ further streamlined operations, from label customization to procurement and quality control. Since Griffin already had understanding of ePDS, their new venture with AxHQ made onboarding a breeze.

This marked a turning point for the company, as the new software forced a shift towards greater efficiency and streamlined processes.

As Griffin Distribution continued to grow with Axiom's AxHQ, Dave further recognized the platform's potential to enhance customer service, optimize inventory management, and foster data-driven decision-making. The positive impact of Axiom's software solidified his confidence in the partnership and set the stage for sustained growth and resilience.



Key Benefits and Results



Enhanced Operational Efficiency

AxHQ's user-friendly interface and integrated modules for functions like procurement and quality control have significantly improved Griffin Distribution's operational efficiency. The ability to customize dashboards and access real-time data has empowered employees and management alike.

Improved Customer Service

Real-time access to information has enabled Griffin Distribution to provide superior customer service.

Data-Driven Decision Making

AxHQ's comprehensive reporting and analytics capabilities have given Griffin Distribution the tools to make informed, data-driven decisions, leading to better inventory management and resource allocation.

Crisis Resilience

The implementation of Axiom Software's solutions has made Griffin Distribution more resilient in the face of economic downturns and industry fluctuations.

Attracting and Retaining Talent

The modern and intuitive nature of AxHQ has made Griffin Distribution a more attractive workplace for younger generations of employees who value cutting-edge technology and efficient workflows.

The Griffin Distribution and Axiom Software partnership stands as a testament to the power of embracing modern, intuitive solutions in an industry often resistant to change. By replacing their outdated system with Axiom's ePDS and later, AxHQ, Griffin Distribution not only averted disaster but also experienced a significant shift in operational efficiency, customer service, and overall resilience.

Dave Herrera's foresight in recognizing the potential of Axiom's software, coupled with his commitment to fostering a data-driven, people-first culture, has positioned Griffin Distribution as a leader in the electronic components market. As the company continues to evolve, their partnership with Axiom Software will undoubtedly remain a cornerstone of their success.

In an industry where efficiency and responsiveness are paramount, Griffin Distribution has proven that embracing technological advancements is not just an option – it's a necessity. With Axiom Software as a trusted partner, they are well-prepared to navigate future challenges, continue attracting top talent, and maintain their position as a forward-thinking leader in the ever-evolving world of electronic components distribution.



Hear from Dave

On facing a near-disaster and choosing Axiom:

"If we didn't have Axiom ePDS in 2008, we would have never made it. Axiom saved our business at the time."

On AxHQ's integrated features:

"Everything talks to you, everything connects... It helps to find problems quickly and efficiently. Finance is there, quality is there, it all talks."

On the impact of Axiom:

"Axiom forces you to be more efficient..."

"I am responsible for my employees' well-being, and my choice in software reflects their livelihood. Axiom is the best decision we could have made."

On the importance of data quality:

"Garbage in, garbage out. This [AxHQ] prevents that... Your system is only as good as what you put into it."

On AxHQ's ease of use:

"In AxHQ, you just do it yourself... It's not just the self-service part you appreciate, it's how happy my customers are that I can do it instantly."

AXIOM SOFTWARE™

Discover Why Leading Distributors Choose Axiom Software

SCHEDULE A DEMO

Axiom Software creates leading ERP software for electronic parts distributors. Discover how our flagship enterprise resource planning software solutions enhance productivity, streamline operations, and help distributors grow.

Schedule a Demo

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