

THALERUS GROUP

United Business Supply, Cleveland, Ohio, was using a software program that was being discontinued and replaced with something that didn't fit its business needs. The company started reviewing other options and after checking out six or seven different platforms, Thalerus Group emerged as the frontrunner.

"We were a much smaller dealer in 2016," recalls CEO TJ Monachino. "Right out of the box, the Thalerus platform had most of what we needed—basic things like order takings, pricing and credit card facilities. We had five active users of the system. Since then, we have acquired 22 companies. We now have 20 locations, 140 employees and between 70 and 80 active system users. Now, we really stretch the system. It does our invoicing and pick tickets, separating them by company location. It does it all flawlessly with a click of a button."

As United Business has continued to grow, so have its needs. "Thalerus has been great," says Monachino. "Since our first meeting, the company has spent a lot of money investing in the platform, not creating patches but doing actual

upgrades. The system is very flexible. The platform is driven by dealers."

Favorite features

Monachino highlights the search capabilities as a major benefit for customers: "They can search for an item and the system gives them all those products that meet the criteria and pricing and tells them if we have them in stock."

Customization is another key feature. "The companies we acquired still operate under their respective names," Monachino explains. "The system will adjust to the right company based on the user login and take them to the branded website."

United Business also does a lot of punchouts. "We have one that has 2,400 cost centers," reports Monachino. "They all integrate seamlessly with the EDI system. We get the order into EDI and the system sends the invoice and packing slip; everything is done automatically."

Monachino also likes how easy the system is to use: "Things like the furniture order entry and quote screens include a basic screen. It's so easy to train people in an hour."

Service and support

Meanwhile, Monachino suggests that Thalerus goes above and beyond for clients: "They are very willing to help us grow our business. Janitorial, safety and industrial are categories we had not had before, but they made the system work flawlessly. We contact them and say, 'This is what we want to do and need.' Sometimes they will do it for free—especially if they realize other dealers may want it."

However, they also understand that one piece of software doesn't work for everyone. Monachino cites an example of a recently requested enhancement: "Before, when we wanted to update a customer list with a new item, we had to create a whole new list. Now, they've made it so the list can just be edited."

And as for the cost? "Very reasonable! When another dealer comes onboard, they almost always realize savings."

Bottom line

"I would definitely recommend the platform," concludes Monachino. "The more dealers the better, and the Thalerus team are really good at what they do."

