DocuWare

BUCKMASTER OFFICE SOLUTIONS



DOCUWARE AUTHORIZED PARTNER CASE STUDY

BUCKMASTER Office Solutions, Sacramento CA

Founded in 1958, Buckmaster Office Solutions is a fourth-generation family owned business. They began by selling typewriters and calculators and are now a successful software solution provider.

"In the early stages when we became a part of DocuWare's 600-strong partner network, it took us some time to put processes in place and understand the sales cycle. Once we passed that short learning curve, we are closing deals much faster."

Philip Frost, Director of Sales and Solutions, BUCKMASTER OFFICE SOLUTIONS

Facts

COUNTRY
USA

IMPLEMENTATION
On-Premises | Cloud

PARTNER SINCE
2018

PARTNER-STATUS
Gold

SALES (END OF 2019)
$200,000

SUCCESSFUL PROJECTS (YTD 2020)
5

Founded in 1958, Buckmaster Office Solutions originally focused on hardware, selling typewriters and calculators. Now, as successful software solution providers, their goal is to become a major player in the DocuWare partner network.

The advantage of joining DocuWare's partner network is that with DocuWare there is no middleman. The partner deals directly with DocuWare's Regional Sales Director. Having this personal connection is unique, the partner can receive all the support they need while moving along at their own pace. DocuWare doesn't pressurize partners to rush a sale and this is completely aligned with Buckmaster's customer service strategy.

With previous DMS providers, Buckmaster Office Solutions had experienced delays on getting pricing and receiving adequate support. They found that some solutions providers tended to over-promise and under-deliver. Buckmaster Office Solutions can count on immediate support from the DocuWare team and especially from the sales director in their area. They would not jeopardize their reputation by partnering with sub-par providers.

"Polished, quicker and more precise, is how I would describe our sales operation today."

Based on their success so far, the company believes they can become a more software-centric dealer, working less with the hardware that they built their business on and more with cloud-based software solutions. As a partner, they can promote themselves in the marketplace via the customizable marketing materials created for them by DocuWare. As their expertise grows, they, like other long-time partners, will operate almost entirely self-sufficiently, only calling on DocuWare support and Professional Services when needed. Like every partner in DocuWare's network, Buckmaster knows best how to handle their own customers. Partnering with DocuWare gives them the tools and also the continued freedom to offer their customers exactly what they need, building trust and increasing profitability every step of the way.

"We want to be the leading DocuWare dealer. We want to have a reputation for consistently offering the best DMS solutions and support in our area – then we want to go country-wide."

The Buckmaster team credit much of the success of this partnership to DocuWare's Regional Sales Director. Not only can they count on him to accompany them to sales appointments, but he is also available to get on post-sales phone calls with their customers. Having a DocuWare expert on hand to help answer more intricate product questions immediately, makes for a great customer experience.



Since partnering with DocuWare, Buckmaster Office Solutions has only sold one on-premises solution. The company prefers to focus on the more profitable cloud installations. "The cloud solution has been huge for our customers – we like the pricing model for ourselves and for our customers – it is a source of recurring

revenue that we would never have with on-premises implementations," says Philip Frost, Director of Sales and Solutions.

"DocuWare has opened our dealership up to new and more profitable business opportunities. They provided us with the tools and a GREAT sales support person - nobody takes the time and makes the effort like DocuWare does."

The main benefit of a DMS for customers is that it simplifies processes while also offering organized access to their documents. The convenience of being able to access documents and information remotely is huge, especially right now, with so many businesses dealing with remote workforces.

The cost savings are real too - there is the obvious savings on printing costs and other paper related products. But there are also savings related to contract renewal because DocuWare is set up to automatically notify customers when a contract is up for renewal. Late fees are eliminated as reminders and workflows are configured to trigger on-time payments.

A great example of a customer who has benefitted from the DocuWare solution that Buckmaster Office Solutions installed is the Central California Appellate Program. This non-profit law firm had very paper intensive processes. Court cases were submitted from 2-3 sources. Each case would be printed and placed on staff attorneys' desks. It would be read, physically stamped, then manually passed on to the next person to read, review and stamp. This manual process is now a digital one and as the case gets routed to each person in the automated workflow, it is viewed, digitally stamped and automatically filed in the system as a completed document. This was an eye-opening experience for the customer, they knew that other departments and processes could be digitized with similar success.



Buckmaster Office Solutions always starts a conversation with a potential customer with a demo of DocuWare's Preconfigured Solutions for Invoice Processing and for Employee Management. Accounting and HR departments are traditionally paper-intensive involving many manual processes. A preconfigured solution can digitize many tasks and because they are cloud-based, installations can take as little at 3-5 days.

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Being a part of DocuWare's partner network is of huge significance to Buckmaster Office Solutions. The guidance and support they receive as a valued partner means they are

not restricted to providing solutions at a basic entry level. Conversations about digitizing one department don't have to end there. Because all solutions are scalable, they can easily be expanded company-wide and can include more features as needed by the customer. This means there are many levels of revenue over a long-term basis for DocuWare partners, as all subsequent work is also billable.

Buckmaster Office Solutions' goal is to become the premier DocuWare dealer locally. "We want to be the leading DocuWare dealer. We want to have a reputation for consistently offering the best DMS solutions and support in our area – then we want to go country-wide."

Discover more: docuware.com/partner

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