

Gray Tools Canada Inc.

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When Gray Tools decided it was time to replace ageing and unsupported pick pack software in our distribution facility we undertook a search for newer, more efficient software in order to upgrade our capabilities.

We determined the key criteria that we needed in a new application and contacted several vendors to determine which package would best suit the needs of our business, our employees and our customers. Vendors from several countries and packages of many different sizes and capabilities were reviewed. At the end of a detailed selection process Gray Tools decided that Ahearn and Sopers' Provision software package would be the best fit for our needs and we started the process of acquiring, configuring, interfacing and installing the product.

The configuration, interfacing, customization and installation process was seamless and we were able to run in parallel in a test environment to test the software and improve our processes before going live in August of 2020. The Ahearn team was responsive, attentive, knowledgeable and very flexible; responding quickly to requests for customization and answering all the questions that came from our project team, management and the employees involved in the distribution process. In the end we had an application, expertly interfaced with our ERP system that served the needs of our business and employees, was reliable and stable and was a significant upgrade from the former software package we were using. The training time for our staff was far less than we expected and once initial learning curves were overcome we found our distribution operation to be functioning well with far less lost time due to unstable software. After the initial installation the Ahearn team was very responsive to our requests for customizations unique to our business and delivered them quickly and cost effectively.

We feel the choice to partner with Ahearn and Sopers was the right one and we are extremely satisfied with their software, service and expert project team and would recommend them to anyone looking for new distribution software.



Paul Dean
VP of Operations
Gray Tools Canada



MISSION STATEMENT:

To profitably supply products and services that exceed the expectations of our customers and ourselves.