

## Dealers Wholesale

A building supply wholesaler located in Indianapolis, Indiana

“[Encore] keeps our business accountable and honest.”

- Jm Brundage,  
Warehouse Manager

### Profile

Dealers Wholesale is a building supply wholesaler that sells and installs building materials for commercial, residential, and multifamily projects. They are located in northeast Indianapolis, Indiana. Since 1963, they have been selling and installing building materials for the construction industry. Dealers Wholesale is known for their exquisitely designed door frames, fireplaces, and window treatments.

### Challenges

Dealers Wholesale needed a way to get constant updates on the locations of drivers throughout the day. They weren't sure if drivers were on task while making deliveries, and management didn't have the ability to locate them if customers called to find out the whereabouts of their deliveries. Plus, some of the drivers were even backtracking during deliveries, which cause fuel expenses to increase.

### Solution

Dealers Wholesale uses Encore to deal with the issues that they were having with locating drivers, like making sure drivers are on task when making deliveries. It helps them give their customers a better idea of when to expect their deliveries and, as a result, they have been able to increase driver accountability and customer satisfaction.



### Benefits

Encore has helped Dealer Wholesale increase daily efficiency by about 15 percent, and drivers no longer overlap each other during routes. Management has the tools to conduct day-to-day business without being blinded with unknown issues. “[Encore] keeps our business accountable and honest,” said Jim Brundage, warehouse manager. With the help of Encore, Dealer Wholesale makes accountability and integrity tangible in their day-to-day business ventures.