



## **IBM Smart Business Testimonial Script**

Mark Craddock, Dorcy International

This is Mark Craddock from Dorcy International. I'm the IT director. We're shining light across the world.

We were one of the first ones to bring LED to portable lighting products. We have rechargeable lights for disaster recovery applications, hurricanes. At the time that we did this whole implementation we couldn't keep up--the hurricanes, Katrina--just everyone was knocking at our door for flashlights.

We were constantly fighting every single aspect of the order process. We needed to add locations, we needed to add second warehouses, we needed to add a whole new division, and our existing applications just could not handle that.

We needed a stable platform that was up and available every day without any issues. When we put the VAI and EXTOL and IBM Solution together, we have no problems whatsoever.

The changes to the business with our solution enabled everyone to find items in the inventory: real-time inventory tracking.

Our electronic orders go through flawlessly now, and we get our orders when we need them, fast and efficiently.

It's just made the business what it is today.

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