



Rhenium Alloys Makes the Switch to Velosio and Finally Experiences Partner Satisfaction

The Challenge

The company's software partner lacked responsiveness and there was concern that the product wasn't being used to its full potential.

Solution

After running some internal testing, Rhenium Alloys decided to make the switch to Velosio as their trusted software partner.

Results

The company is now utilizing their accounting software to its fullest ability and is experiencing on-going satisfaction and confidence with Velosio.

Integrated International Solution

Rhenium Alloys Inc. is a leading manufacturer of refractory metals and specialty fabricated products. In 2007, they implemented Microsoft Dynamics GP. *"It's an accounting software, we use it to count the dollars in the company. Also, being a manufacturing facility, we use the inventory aspect of it. We've also integrated a*

Client Overview



INDUSTRY: Manufacturing

LOCATION: North Ridgeville, OH

SYSTEM: Microsoft Dynamics GP

Rhenium Alloys, Inc. is a leading manufacturer of refractory metals and high temperature products, located near Cleveland, Ohio. They bring technology and engineering together to provide innovative solutions to customers in a wide range of industrial, government, and high-tech applications. Committed to continuous improvement in product quality, Rhenium operates an extensive research program to identify innovations and technologies in metals and alloys.



paperless system with Dynamics,” said Sean Schroder, IT Manager.

In mid-2011, they began growing impatient with their partner’s lack of responsiveness. While they were content with the quality of service they were receiving when they received it, it was hit or miss whether or not they could hold of their partner. *“I don’t think that we used the product to its full potential...That is reflective of the people, the culture, the habits of the users,”* said Schroder.

While some GP users began attending Velosio webinars to learn more about their solution, Schroder sought the advice of a trusted advisor for a recommendation on a new software partner and was also pointed toward Velosio.

Due to their issues with responsiveness from their existing partner, Schroder and the team at Rhenium Alloys were pleased to learn that Velosio provides a dedicated Account Manager to serve as a primary point of contact for every client, regardless of size or number of users.

Before they made any decisions, Rhenium wanted to make sure they would see an improved response time, so they conducted a test. For the next three technical issues they faced, they contacted both Velosio and their software partner. *“Whoever responded quicker was basically going to get my business,”* said Schroder. *“Out of three issues, Velosio just knocked it out of the park and their response time was outstanding.”*

In May 2012, Rhenium Alloys changed partners and officially became a client of Velosio. Schroder explained their decisions and on-going satisfaction with Velosio in this way, *“I have a huge confidence with their ability to solve issues that come up day-to-day dealing with Dynamics. It makes me more comfortable, which then my confidence can go to the user.”*



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