



18849 Sycamore Drive
Loxahatchee, FL 33470

PH: (561) 798-2772

FX: (561) 791-9151

info@pagepartners.com

<http://www.pagepartners.com>

Case Study: Media Recovery, Inc. (MRI)

*“SmartBids was voted one of the top ten things we did for our business.” ~ John Bates,
Director of Procurement, MRI*

Customer Profile

Customer name	Media Recovery, Inc.
Address	623 Elm St Ste 407
City, state, ZIP Code	Graham, TX 76450
Phone number	(800) 688-2414
Web site address	http://www.mediarecovery.com
Industry	Datacenter Products and Services
Number of employees	80
Contact name	John Bates
Title	Director of Procurement

media recovery
Datacenter products and services

WHO WE ARE | PRODUCTS | SERVICES | RESOURCES | ONLINE ORDERING

Be Supplied. Be Serviced. Be Optimized.
Today's business world is a digital one. Your Datacenter is the core of your organization. Keep it running at peak efficiency with products and services from **Media Recovery — the Datacenter experts.**

DATACENTER PRODUCTS
Command centers to storage media. KVM switches to high-speed printers. We offer thousands of products to keep your Datacenter up and running.
[CLICK FOR PRODUCTS](#)

DATACENTER SERVICES
Cleaning services to library relocation. Tape labeling to data eradication. Our experienced experts can help you stay ahead of the information curve.
[CLICK FOR SERVICES](#)

Case Study

Media Recovery, Inc, Graham, Texas

Company Profile

An established distributor of datacenter products and services with more than 30 locations nationwide, Media Recovery offers :

- Back-Up Tape Cartridges
- Laser and Ink Jet Printer Supplies
- Battery Back-up and Back-up Power Systems
- Datacenter Cleaning, Relocation
- Data Tape Destruction, Duplication and Conversion

Media Recovery serves large national and multi-national corporations such as Pfizer, Kmart, JP Morgan Chase, GAP, EDS, Exxon/Mobil Oil, The Limited, Fidelity Investments, Gateway, Sprint, AT&T, Verizon, Dreamworks, and IBM.

Media Recovery is a leading distributor of products from Avocent, Netbotz, APC, Imation, Fujifilm, IBM, Maxell, Sony, HP, NER Data Products, and TDK Electronics Corp.

Business Issue

When purchasing large quantities of computer supplies and related services, MRI's customers often put the products out for bid in order to get competitive prices from their varied suppliers, including MRI. MRI's sales force had no computer system in place to process these pricing requests. A mix of emails, faxes and telephone calls was historically used to facilitate communication between the sales force, the vendors and the customers. As a result, sales reps had to work hard to get the best price for their customers.

Solution

PagePartners created a secure, centralized database-driven web application to be used by MRI employees and MRI manufacturer/suppliers.

SmartBid features :

1. Password-protected user accounts. Only authorized users may access the system.
2. Smart email notifications let appropriate parties know when a bid needs their attention.
3. Vendors log in to price "open" bids involving their products.
4. Reports to show bid success rates.
5. Processes to export data to mainframe ordering system.
6. A message board attached to each bid to allow the parties involved to communicate easily.
7. User-editable special promotions area to keep sales staff informed
8. All changes to bids are saved in an audit trail so that a complete change history may be viewed by management.
9. Support for dated SPIFF and discount calculations, so product costing is accurate.
9. Application is fully configurable, i.e., including support for dated SPIFFs and discounts, customers, products, manufacturers, vendors, etc.
10. Allows managers to automatically send emails to sales reps to notify them of bids that are about to expire.

Benefits for Management and Administrative Staff

1. Detail reporting capability by sales representative, product or date
2. Track won/loss ratios
3. Data is stored in one location in a paperless system
4. Multiple administrative controls for user permissions, maintaining products and other application settings
5. Transactions in real time
6. Full change history reporting to track changes made to bids.

Benefits for Sales Staff

1. Faster response times to customers looking for pricing
2. Look-back reporting to see customer prior bid histories
3. Supplier promotions may be updated with current information
4. Mainframe system automatically updated with new pricing information.
5. Transactions in real time

System Flexibility

1. Written using industry-standard technologies (Microsoft Internet Information Server, Active Server Pages, ASP.NET, JavaScript, AJAX)
2. Data is housed in a powerful Microsoft SQL Server database
3. Custom changes may be easily implemented
4. May be accessed any time and from any place where Internet connectivity is available