



Danchuk: A Success Story

Background:

Following their passion for auto restoration, brothers Dan and Art Danchuk created Danchuk Manufacturing in 1976. Danchuk soon became the world's largest American manufacturer of 1955-1957 Chevrolet parts. Even after 33 years, the brothers remain active in the company.

Customer service is paramount at Danchuk, and in order to improve their experience and overall customer satisfaction, Danchuk engaged the Attivo Group to upgrade and integrate their Macola ES and Synergy Systems.

Situation and Key Challenges:

Danchuk opened a second shipping facility located in Brownsburg, Indiana to decrease shipping time and cost for customers located in the eastern part of the US and Canada. "We were looking for a way to get our products closer to a good majority of our customers," explains Brian Danchuk. "We needed a complete overhaul to support our growth and improve our customer service," said General Manager Steve Brown. Danchuk's website was very outdated and not integrated with customer order entry. Customer service tasks were paper and email based, hindering efficiency and response time.

Danchuk sought out the Attivo Group and hired them to conduct a full needs analysis and system improvement recommendation. Given the company's growth, it was time to take a giant step in improving efficiencies, customers service, and online presence.

The Attivo Solution:

"We upgraded our system from our original system to Macola ES, added Exact Synergy for our customer service needs, and implemented the integrated BirdDog eCommerce system for our website storefront," said Brown. "These upgrades addressed all of our major issues including an easy to use eCommerce website." We've enjoyed our continued relationship with Attivo and trust them to lead us through new challenges in the ever changing economy."

About Danchuk Manufacturing:

Located in Santa Ana, California for over 25 years is the largest manufacturer & supplier of '55-'56 and '57 Chevrolet parts. Danchuk houses a beautiful showroom/museum displaying reproduction parts in a nostalgic setting, and is one stop source for all of your restoration needs.

About the Attivo Group:

Headquartered in Orange County, California, the Attivo Group, Inc. provides world-class business management software and consulting services to small and mid-sized manufacturers, distributors and service companies. The company works with clients to optimize and redesign business processes that integrate front and back-office systems to significantly reduce the cost of operations. For more information please call (877) 428-8486, email: info@attivoconsulting.com, or visit www.attivoconsulting.com.



The Attivo Group
18008 Sky Park Circle, Suite 116
Irvine, CA. 92614

949.253.9639

