



## CASE STUDY

### Customer: Blevins Inc.

- » America's leading wholesale supplier to the manufactured housing industry and other building segments
- » Headquarters: Nashville, Tenn.
- » 13 distribution locations
- » Delivers to 35 states
- » Large inventory of over \$25 million in stock

### Prophet 21® Profile:

- » Approximately 250 total users, with 180 actively working concurrently

“We make money using P21. Pretty much every department except HR and IT needs it.”

— Jim Barber,  
Manager of Information Systems

## P21™ Order Entry In 7 Seconds

How Echopath Optimized IT Infrastructure to Propel a More Efficient Wholesale Distributor Business

### Problem:

- Rapid expansion strained performance across IT infrastructure, despite hardware investments
- Slow end-user access to P21 processes and features
- 22-30 seconds to open P21 Order Entry window
- Complex, interconnected issues, including SAN, Network/host, SQL database, other server and system performance

“We never knew where the problem was actually occurring. I didn't need someone to look at just one thing. It was important to find someone that could really look at everything.”

— Jim Barber, Manager of Information Systems

### Echopath Approach & Process:

- Staff interviews to gain insight into user experience
- Granular analysis of multi-platform performance data to draw correlations with user experience
- Reviewed system implementation against best practices and vendor configuration recommendations
- Isolated P21 database to test outside of company infrastructure to determine source of performance issues

“It was a very intensive analysis. It's a humbling experience having to break down all your infrastructure, networks and systems that much, but rigorous honesty is needed to make progress. Was it all fun and games? No, my ego took several hits during the process. But my ego is a small price to pay for what we ended up getting out of it.”

— Jim Barber, Manager of Information Systems

## Results:

- » Blevins partnered with Echopath for its in-depth knowledge of implementation and configuration
- » P21 Order Entry now opens in under 7 seconds
- » Accelerated storage and server network from 1 to 10 Gbps
- » Consolidated eight hosts into four new blade servers
- » Improved user productivity
- » Reduced complaints to help desk

“It was phenomenal. Users have never seen it open that quickly. They told me, “It’s like night and day.” That’s all I need, that’s what matters to us as a company. Upgrading to fancy IT equipment does this company zero good if it does not improve the way we do business. And because of what we have done with Echopath, it has drastically changed how well we do business.”

— Jim Barber,  
Manager of Information Systems

## Echopath Deliverables:

- High-level executive report with grades for all key components
- Executive presentation to explain process and results
- Detailed IT infrastructure report, including recommendations for host network configurations and multipathing

“Echopath really understood our P21 software in context with our infrastructure as a whole.”

— Jim Barber, Manager of Information Systems

## Recommendations:

- Upgrades to key components of switching, storage and server hardware to address high latency
- Reconfigure storage, host network and multipathing
- Optimize how systems work together
- Multiple improvement options independent of Echopath services

“They made very difficult concepts easy for everyone to understand, and I did not feel at any point that these were not the right recommendations.”

— Jim Barber, Manager of Information Systems

## About Echopath

Echopath is an IT Managed Services company delivering strategic recommendations and customized solutions. We help organizations of all sizes assess their technology and identify ways to improve how they work. By combining a deep understanding of technology and our customers’ businesses, we become their trusted partners in IT.

For more information, visit: [echopath.com](http://echopath.com)

To speak with us, call: **855-337-2225**.

