

Customer Success Story: SFH Cloud™

#### Marty Vaughan, General Manager National Door Center, Irving TX





# **About National Door Center**

Located in Irving Texas, National Door Center provides doors, frames, and hardware to general contractors nationwide. Marty Vaughan, a 25 year door industry veteran, runs operations and sales for National Door Center. Prior to joining National Door in 2012, Marty worked for Commercial Openings since 1995 where he used a legacy project management software developed back in the 80s.

# Why Did You Purchase Software for Hardware?

Marty recognized that National Door Center needed modern software to upgrade National's capabilities to quote, detail, and manage large and complex jobs.

Following a review of the software offerings, National chose chose Software for Hardware in the fall of 2020. The benefits to National Door's business were swift and significant. Marty commented on the implementation of SFH software, "It's been a pretty welcome change here, it is just so much more streamlined ... I am really excited that we finally have a program to streamline our bidding process." The software that National Door worked with in the past lacked the functionality for efficient and productive work processes.

### Why migrate to the SFH Cloud<sup>™</sup>?

Prior to SFH Cloud<sup>™</sup>, National Door Center utilized SFH via a home-office server. Unfortunately, their internal I.T. system caused frustration for Marty and staff. Frequent tech problems caused interruption in order processing and simply completing project management tasks. Marty reflected, "We were connecting to the home office server and we encountered issue after issue. Seemed that our connection



would only work one out of every two times. We'd get kicked out of the software due to our poor network setup. National Door Center jumped at the opportunity to begin using SFH Cloud<sup>™</sup> as a beta customer in the summer of 2021 and immediately realized a dramatic improvement in the first few days of use. Marty continues, "Ever since we've been using SFH Cloud<sup>™</sup> it has been a much more solid experience for us, most all of the problems we experienced disappeared on day 1 once we went to SFH Cloud<sup>™</sup>."



#### Are You Happy with Your Decision?

Marty and his team are very pleased with the business results from both decisions. First, purchasing Software for Hardware improved their work process and customer response. Second, migrating to the cloud provided faster and more dependable access to the software. Marty described the transition from their old software and old server to SFH Cloud<sup>™</sup>, "It has literally been night and day."



Based in Atlanta, GA since 1996, Software for Hardware® provides productivity and project management software to commercial door, frame and hardware distributors across the U.S. and Canada. Nearly 1,000 door industry professionals rely on Software for Hardware® to improve their business productivity, client responsiveness, and bottom line profitability. As a result, Software for Hardware® has become the fastest growing software company in the industry and the software of choice for door distributors.

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