

The Challenge

Open Systems Inc. was founded in 1976 to deliver business accounting software and complete ERP (Enterprise Resource Planning) solutions and services to customers all over the country. More than 35 years later, the company continues to pride itself on its service-first business model and continually looks to work alongside like-minded providers. It was a task which proved difficult a few years ago when Open Systems began experiencing service issues with the company charged with providing tax forms.

The importance of building and maintaining relationships has always been essential to Open Systems' day-to-day operations. Unfortunately, in the early 1990s, Open Systems realized its tax forms provider did not adhere to the same standards of customer service and personal relationship development. Open Systems set out to find a provider that could meet, uphold and exceed their expectations and that is exactly what they found in Nelco.



The Solution

Open Systems engaged Nelco, a trusted W-2 and 1099 reporting company for small and mid-size software companies, 10 years ago to be their exclusive tax forms provider.

Open Systems has had forms providers in the past – big names with huge product catalogs – but they were not able to deliver the right type of customer service at the end of the day. Nelco jumped in quickly, gaining important insights into Open Systems as a company, building relationships and meeting or exceeding expectations.

Paul Lundquist, vice president of sales for Open Systems, said he has been exceedingly pleased with Nelco throughout their partnership.

“We wanted a deeper relationship (with a provider),” said Lundquist. “There are bigger companies that have good products but no constant contact to establish a personal relationship. We get that individualized customer service from Nelco, along with a great, easy-to-use product. I talk with the same representative each time, one who knows our company and knows our system.”

Nelco also provides Open Systems with peace of mind, knowing the reseller channel will be respected in any sales or marketing efforts undertaken by Nelco. Lundquist explains that he has no problem sending customers to Nelco because he knows that they are there to help and they do not over-market or oversolicit when working with resellers. “They understand who owns the relationships and that’s important.”

Lundquist concluded: “I would absolutely recommend Nelco to others. Nelco is more than a form supplier; they have other technologies to offer and Open Systems plans on looking further into those options in the future.”

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