

CUSTOMER STORY

# Company Wrench

## PFW IntelliDealer™ Comprehensive Tools and Innovation Add to Success for Company Wrench

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At Company Wrench, having the ability to offer customers the best service possible is key to their success. According to the company's Chief Operating Officer, Debbie Agee, "In the past 12 years we have grown from one location to 12 locations nationwide. We have done this by giving our customers the best experience possible. Keeping technology up to date is a big part of that. We have been working with PFW IntelliDealer, since 2008. When we switched we realized just how many perks there are available to us now. With IntelliDealer, there are so many features that are useful and all of the modules are very good. We love the parts, rental, service, and sales modules. We also appreciate the fact that PFW is flexible enough to meet our needs as a specialty and niche equipment distributor."

The fact that IntelliDealer can expand as Company Wrench grows has been very appealing for Agee. She says, "We can access information about another location from anywhere, then set up hierarchies for search patterns. This system has the flexibility to change with us and keep up as we grow and add more locations down the road. Geographically and logistically, this works for us."

### **PFW INTELLIDEALER AIDS COMPANY WRENCH'S SERVICE DEPARTMENT IN GROWTH AND SUCCESS**

According to Agee, "The Service department has benefited tremendously from the switch to IntelliDealer. When we first transitioned, we started by just using the basics of the service module. Every year, though, we take on more of the add-on features offered by IntelliDealer. We recently added IntelliTech, and now the technicians have more access to the system when they're in the field doing repairs. This allows them to be far more successful."

"Since transitioning to the PFW IntelliDealer, we have been constantly benefiting from all of the add-on features. It's always changing, but it's definitely easy to monitor so that we can be more efficient. The more you grow, the more information we have."

– Debbie Agee

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### **COMPANY WRENCH TAKES ADVANTAGE OF CONTINUED TRAINING AND SUPPORT OFFERED BY PFW**

For Company Wrench, being comfortable with the products they utilize is huge. According to Agee, "The more comfortable we become with the modules, the more we start to use the built-in functionality in the system. The system is already prepared for the growth we have encountered and will continue to encounter, and we'll be able to utilize even more of the product. We attend every group training session and management conference, and we complete as many of the one-on-one trainings as possible. The online training is awesome, too! We just found out that the online tutorials are

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now module-specific, so we'll definitely take advantage of that."

**ABOUT COMPANY WRENCH**

Headquartered in Carroll, Ohio, Company Wrench has been in business for more than 13 years and operates in 12 locations across the US. They focus on sales, rentals, parts, and service of scrap, demolition and construction equipment as well as the manufacturing of dust suppression and environmental products.

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