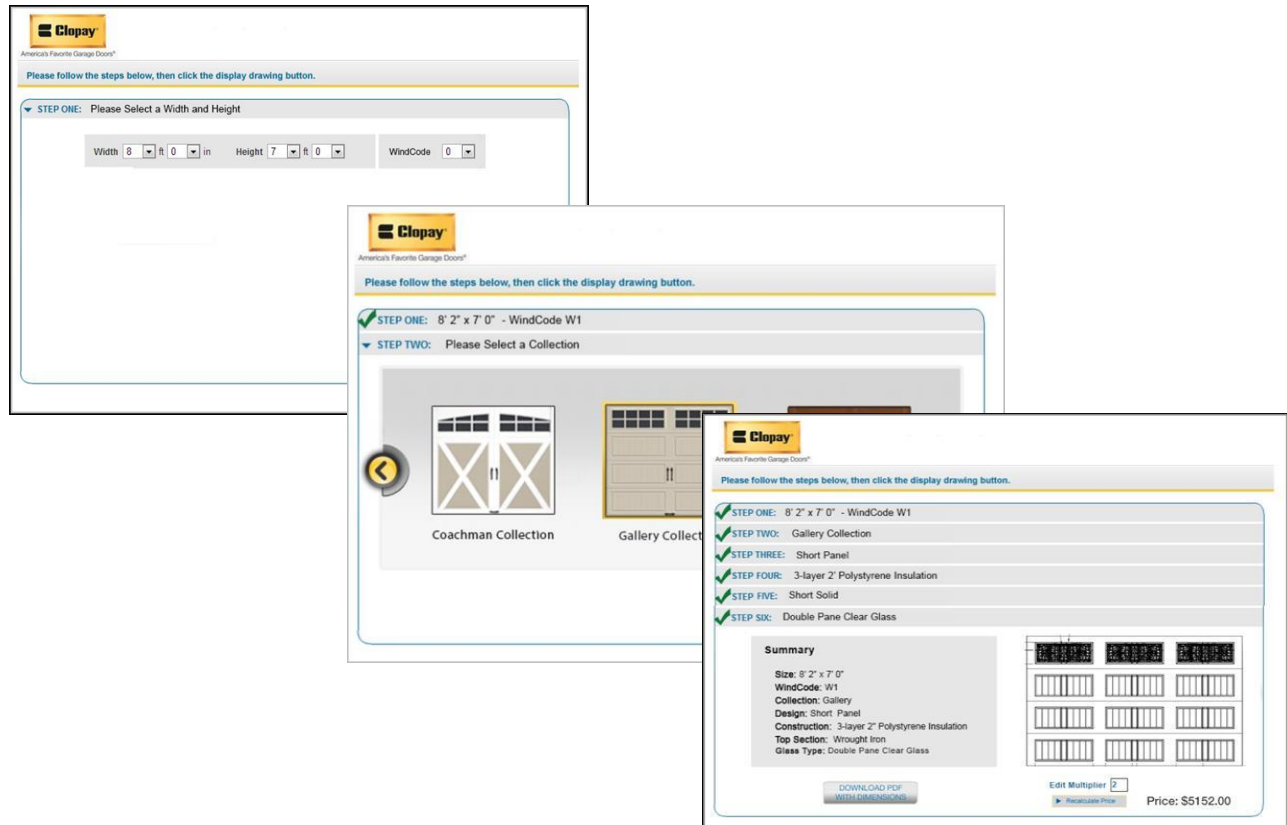


Customer Self-Services

ViewSource CASE STUDY



Quick Draw: Get Engineering Drawing & Pricing Clopay Building Products Corporation, Mason, Ohio

The Need

Clopay® is North America's premier residential garage door and entry door manufacturer offering virtually limitless possibilities in door configurations. Clopay® needed a tool that could quickly and dynamically select the appropriate engineering drawing and price as a web-based service for their dealer network partners.

The Solution

The ViewSource solution was to leverage an existing system, previously created for consumers, with some modifications. The new tool utilizes a dynamic web form to find and download the requested drawings and pricing and is accessed through Clopay's existing dealer partner web portal.

The Outcome

The resulting outcome has enhanced customer service with a more efficient process for both dealers and Clopay at a much lower cost by leveraging existing software.