

# Wrangler Rentals Case Study



## Customer Spotlight

**Wrangler Rentals** provides reliable heavy-duty equipment rentals and highly skilled workers who get the job done. Their focus is on delivering exceptional customer service and equipment to help companies get the most out of their operations. But more than that, Wrangler maintains a strict focus on safety, providing only industry-experienced operators and a commitment to fostering positive, professional relationships between their people and their clients.

Wrangler Rentals carries equipment suitable for companies of any size and practically any heavy industry. Their selection of track hoes, tanks, pumps, bins, and even well-site shacks offers reliable equipment and exceptional personal service.

## Overview

As part of Discovery's commitment to continuous improvement and customer success, our team recently conducted an onsite tune-up visit with the team at Wrangler Rentals. The goal was to understand new roadblocks, optimize workflows, and ensure smooth DMS ERP system performance. During the visit, we addressed key operational challenges, provided hands-on troubleshooting, and gathered valuable user feedback to enhance our software solutions.

## Key Findings & Improvements

### 1. Fine-Tuning the AP Process

**Challenge:** Wrangler Rentals had experienced transaction suspensions and inconsistent workflows in Accounts Payable.

**Solution:** After reviewing their current workflows, we identified better solutions to achieve the results they needed. We worked directly with Maria Martin, the Chief Financial Officer of Wrangler Rentals, and her team to collaboratively revamp their AP process, eliminating inefficiencies and ensuring a smoother, more consistent workflow.

“Our AP process is working seamlessly, and we’ve maintained consistency with the new approach.”

- Maria Martin, CFO

### 2. Addressing Reporting Struggles

**Challenge:** Running specific work order reports in DMS ERP required manual adjustments.

**Solution:**

- We offered a variety of package reports and custom-templated reports to eliminate manual adjustments and streamline reporting for Maria
- Our implementation team was available to assist in customizing reports to increase overall efficiency. Which can be achieved through our Looker Studio integration, which offers the ability to build interactive, real-time reports and dashboards tailored to their business needs. Looker Studio provides deeper insights, improved visualizations, and instant access to key data - which could ultimately help Wrangler Rentals make informed decisions faster.

“Discovery listens and takes action. Whether it’s performance, reporting, or workflow improvements, they are always working toward a solution.”

- Maria Martin, CFO

### 3. Streamlining Rental Module Functionality

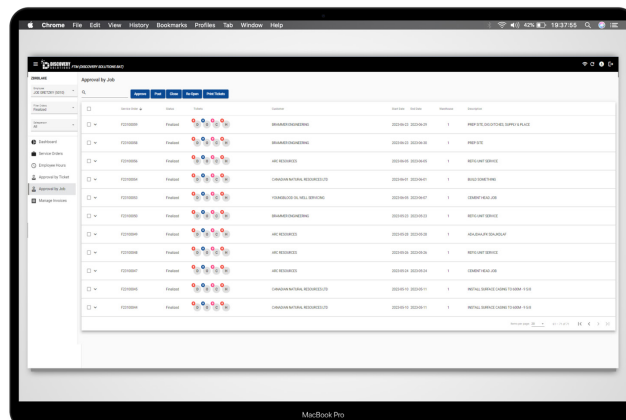
**Challenge:** Maria's team required more flexibility in managing assets within our Rentals module, particularly when customers transfer assets without prior notice.

**Solution:** As part of our commitment to constant innovation and, subsequently, revamping the Rentals module in the near future, Discovery will work closely with Maria's team to gather feedback and refine the module on our web-based platform. These improvements will provide greater control and flexibility, helping all users manage rental orders more efficiently.



"It's great to know our feedback is being used to make real improvements in the system."

- Maria Martin, CFO



### The Results

- ✓ Optimized AP Process
- ✓ Improved Reporting
- ✓ Actionable Development Feedback

### Looking Ahead

Following this onsite tune-up, Discovery will continue working closely with Maria's team to implement system optimizations, refine reporting tools, and develop user-driven enhancements. Regular follow-ups will ensure that all updates align with their operational needs, providing a seamless and efficient experience with DMS ERP.

### Final Comments from Maria

"Discovery provides great value for money. While no system is perfect, their dedication to improvement, responsiveness to feedback, and seamless integration across modules make them a trusted partner for our business."



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