

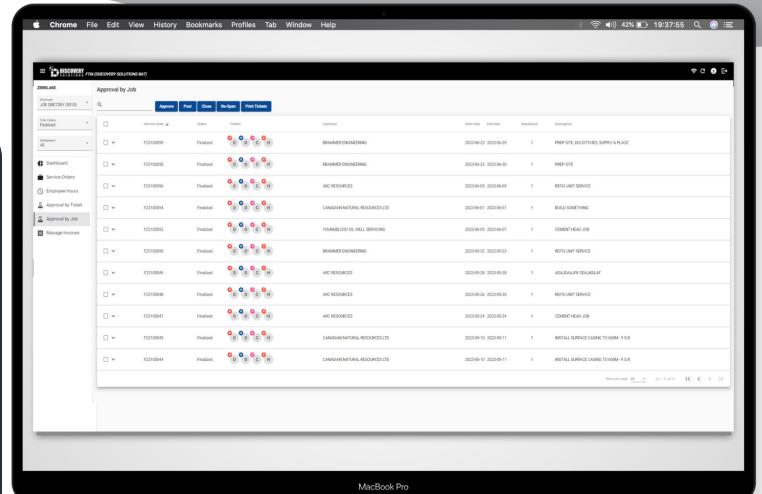
Western Oilfield Case Study



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Overview

Western Oilfield Specialties (WOS), a trusted name in Western Canada's energy sector, required a modern ERP system that could keep up with the demands of its around-the-clock distribution operations. With real-time inventory access, remote work capability, and reliable vendor support high on their priority list, WOS turned to Discovery Solutions to overhaul their legacy system through the implementation of DMS ERP.



Challenge

Back in 2022, WOS faced several operational bottlenecks:

- Their on-premise system (Accpac) was due for a costly upgrade.
- Remote access was limited, creating challenges for on-call staff.
- Third-party software support proved unreliable.
- Their growing team needed customizable access and reporting tools tailored to their workflows.

In response to these apparent challenges, WOS began exploring alternatives in the marketplace. A cloud-based, cost-effective and industry-specific ERP system quickly became the optimal solution - not only to meet their growing operational demands, but also to support long-term scalability.

Solution

Discovery's DMS ERP software emerged as the ideal fit for WOS's step towards digital transformation. They were introduced to DMS ERP by a fellow industry peer, who provided a brief demonstration of the software's capabilities and explained how it could meet WOS's needs, just as it does their own. WOS was impressed by the demo, specifically the flexibility and expressed hands-on support that the Discovery Solutions team continuously provides. As a result, this brief walkthrough quickly led to an on-site demonstration of the software between WOS and Discovery Solutions.

Key reasons Western Oilfield selected DMS ERP:

- Seamless remote access for inventory checks and order processing.
- Oil and gas industry-specific modules for inventory, order desk, and reporting.
- Cost-effective migration as compared to upgrading their existing Accpac system.
- Ability to work directly with developers for tailored modifications.
- Future-ready features, such as barcoding and manufacturing support.



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Implementation & Impact

WOS transitioned off Accpac and went live with DMS ERP on May 1, 2022 - just one day after their fiscal year-end. The implementation team at Discovery ensured a smooth rollout with strong support during training, setup, and post-launch tuning. To this day, WOS continues to trust DMS ERP as its go-to solution for powering its expanding operations.

“We’re extremely happy with the accounting, inventory, and order entry components. The program meets our needs today and is built to grow with us.”

- Western Oilfield Services Team

Final Comments from Western Oilfield Specialties

“We never feel stranded. The Discovery team excels at their roles and are incredibly knowledgeable. The support—whether in training, emergency response, or everyday issues—has been outstanding.”

- Western Oilfield Services Team

Notable Outcomes

- **Stronger Reporting:** Financial and inventory reports were fully customized to meet WOS’s unique needs.
- **Enhanced Confidentiality & Access Control:** Role-based permissions allowed the right people to access the right data.
- **Remote Access:** On-call staff now provide real-time inventory updates—essential for their 24/7 service promise.
- **Reliable Support:** The Discovery team consistently delivered expert assistance and rapid resolution to minor glitches during form customization.



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