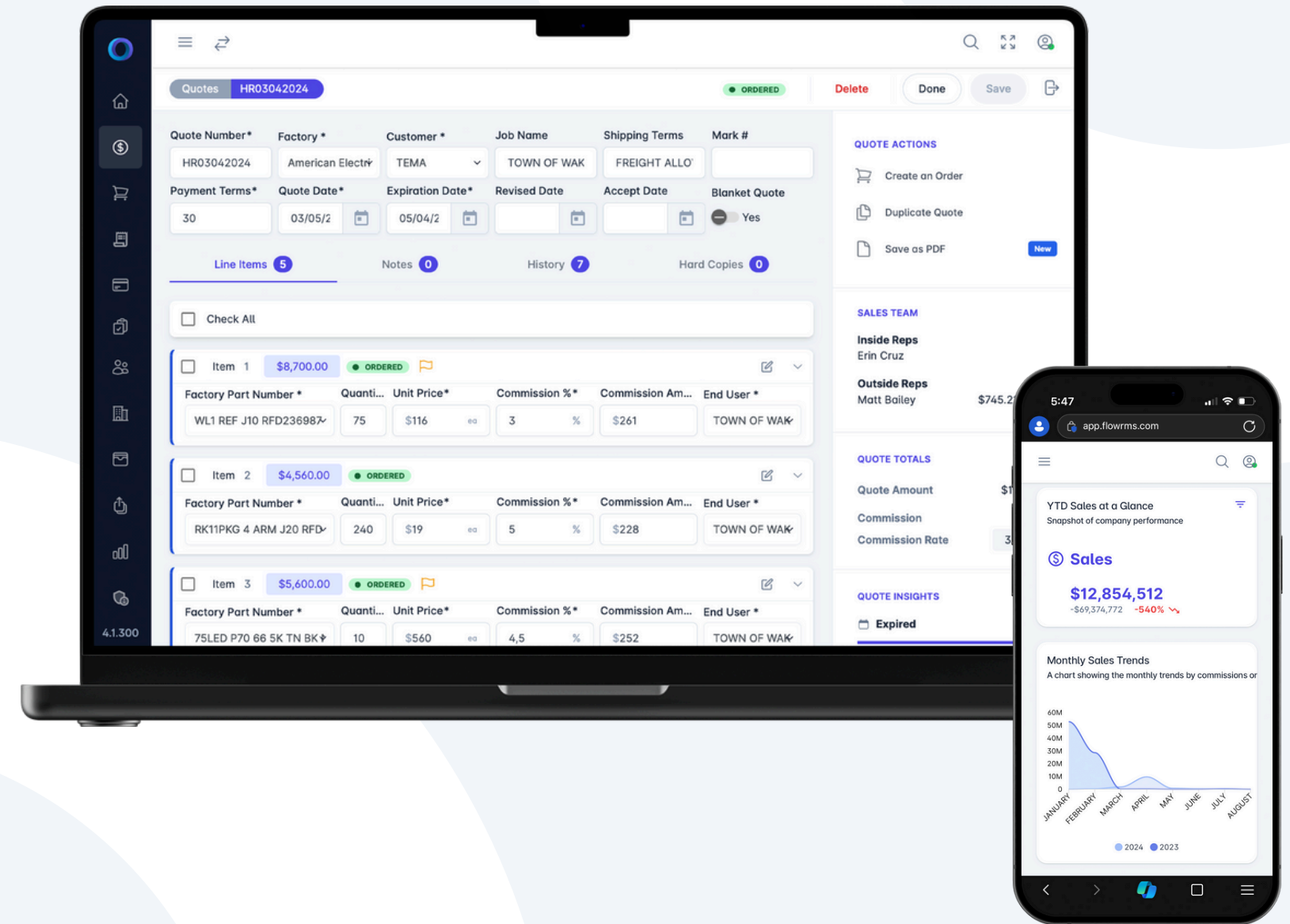




NTS Case Study:

How Flow Saves
NTS **\$144,000** per
year and Reduces
Busywork Costs
by **81%**.



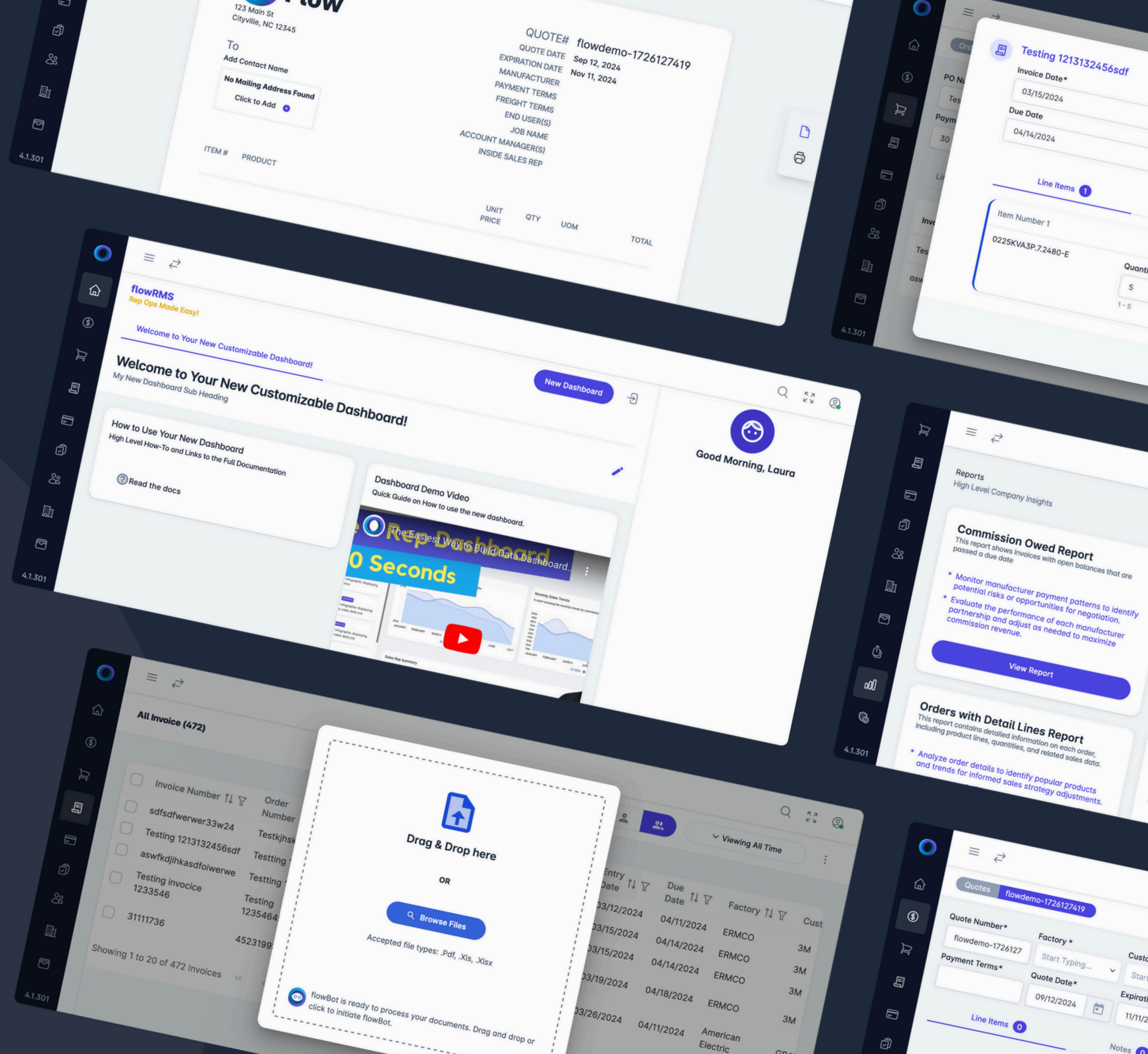


Client Overview:

NTS, a major manufacturer sales rep firm, **faced significant challenges with inefficiency and data inaccuracy** due to the outdated rep software they were using.

Their previous software lacked automation, had a cumbersome interface that required countless clicks to perform simple tasks, and failed to provide the innovation or support NTS needed.

After switching to Flow, NTS experienced a drastic improvement in operational efficiency, accuracy, and overall user experience.



Before

Software **Limitations:**

The software previously used by NTS, had an outdated and clunky interface that required excessive clicks to complete even basic tasks. The system also lacked automation, meaning almost every process—from data entry to report generation—had to be done manually.

Inside Sales **Team Burden:**

The 8-person inside sales team spent 12 hours per week searching for incomplete and inaccurate data, struggling with the previous software's lack of search functionality and slow manual processes.

Inaccurate & Incomplete **Data:**

The previous software's outdated system left key metrics like hit rates unavailable, preventing NTS from accurately tracking their performance or making data-driven decisions.

Executive **Time Sink:**

The CEO and sales reps spent a collective 10 hours a week downloading data and building reports, dealing with constant errors and missing information.

Data Entry **Bottleneck:**

Two full-time employees were consumed by manual data entry tasks.

After

Continuous **Improvement**

With Flow's open roadmap and mission to build the best AI-powered software that exists for reps, NTS was able to get their features added to the roadmap and deployed to serve their use cases.

Automation & **Efficiency:**

Flow RMS introduced automation across the board, from data entry to report generation, drastically reducing the time and effort needed to complete tasks.

Accurate **Metrics:**

Flow RMS ensures complete, accurate data that allows NTS to track key performance metrics like hit rates and make informed business decisions based on reliable insights.

Instant, Accurate **Reporting:**

The CEO and sales reps no longer waste time building reports. With Flow, reports are automated, instantly generated, and always accurate.

Streamlined **Data Entry:**

Data entry is now managed by two part-time employees with help from the inside sales team, reducing total time spent to just 3 hours per week.

Net Savings Per Year:

2,736 hours
(228 hours per month)

freed up for cost savings
and to **focus on selling**,
not manual processes

81%

reduction in cost
spent on **tedious**,
manual processes.

\$144,000
(\$12,000 per month)

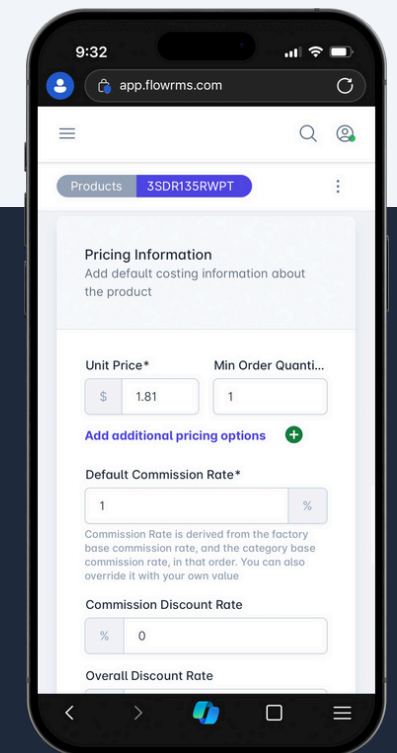
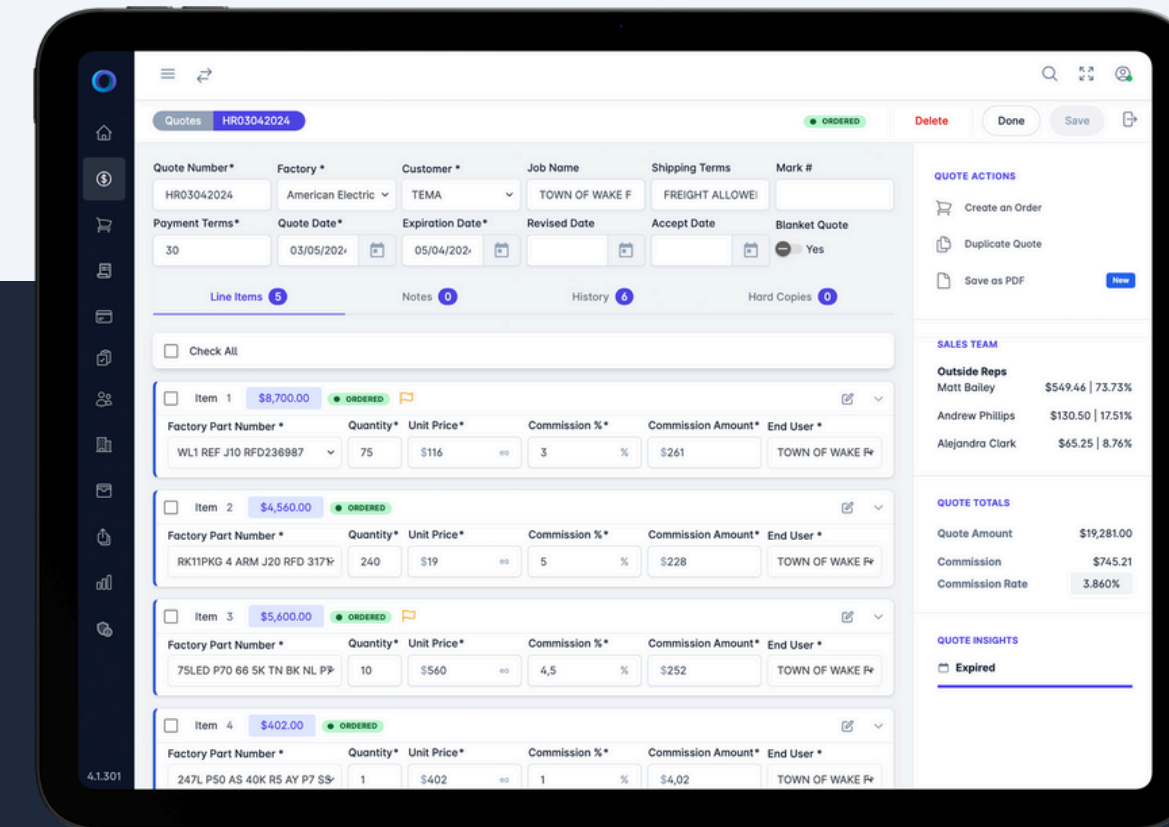
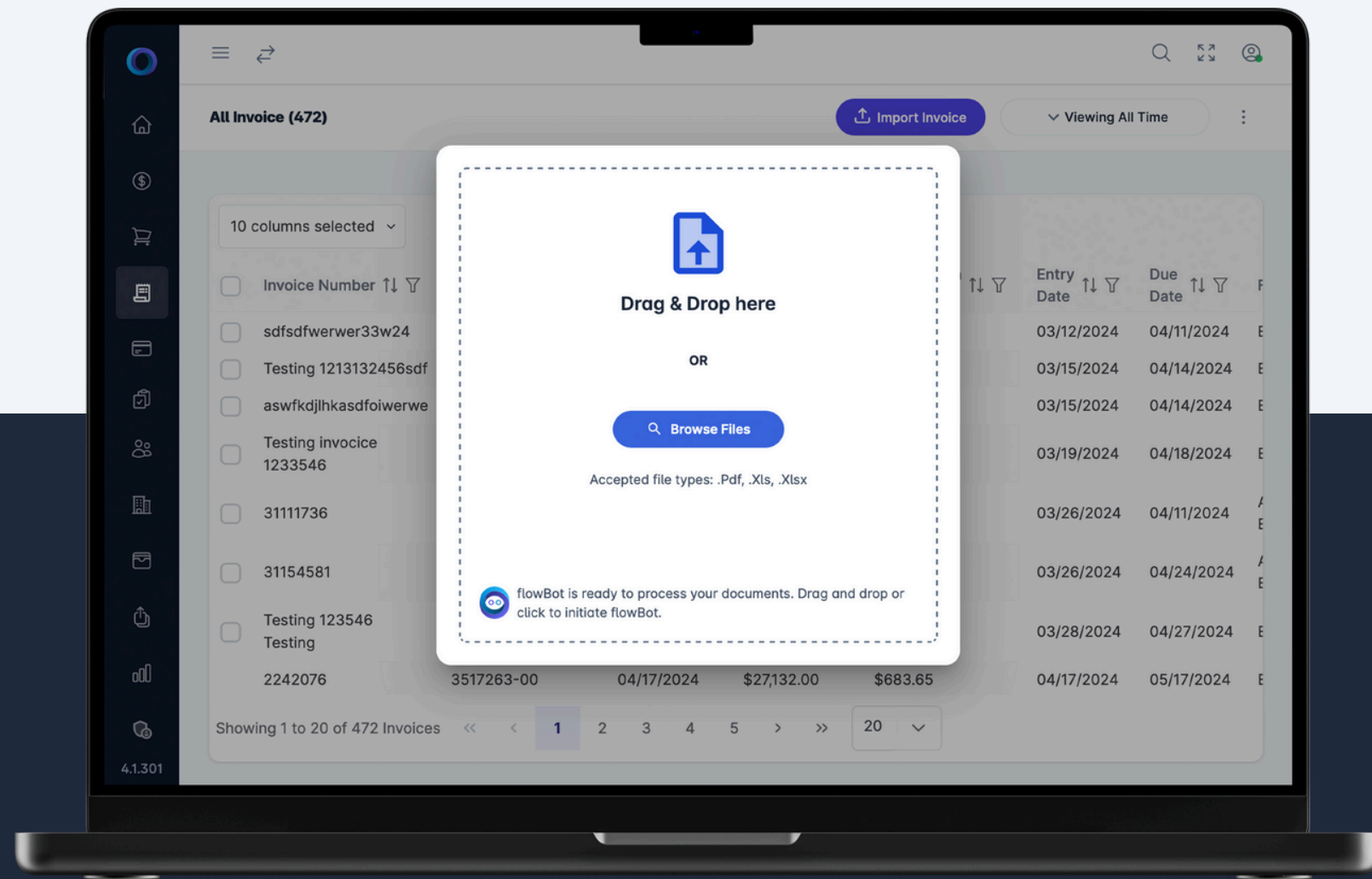
saved per month in data entry
and reporting expenses alone.

AI and Automation at Every Level:

Unlike the previous software, **Flow automates repetitive tasks** like data entry, report generation, and data synchronization, freeing up time for more value-added work.

Constant Innovation:

Flow **continuously introduces new features**, unlike NTS's previous software, which stagnated and failed to evolve. Flow offers a community-driven roadmap, allowing users like NTS to vote on the most important features, ensuring that the platform grows and evolves based on real user needs.



Modern, User-Friendly Interface:

Flow RMS has a **modern interface that significantly reduces the number of clicks** needed to perform tasks, making the system far more intuitive and user-friendly than the previous software.

**“Flow is the difference
between sanity and rage.”**

– Rhonda Baily, Inside Sales

Testimonials

“Flow RMS’s storage solutions have been a revelation for organizing approved drawings. It’s streamlined my workflow and significantly increasing my efficiency. This centralization has saved valuable time and elevated my professional service. **I’m immensely grateful for the impact Flow RMS has had on our business.**”

– Rhonda Baily, Inside Sales

“Implementing Flow at NTS has been a game changer. For years, we spent hours managing data and tracking commissions. With Flow, the time spent on these tasks has literally been cut in half. **Flow has not only made our daily tasks easier but also enhanced our ability to provide accurate information and reports to our customers.**”

– Holly Riddle, Inside Sales





Conclusion and Final Benefits

The switch from problematic software to Flow has transformed NTS's operations, **replacing outdated, manual processes with modern, automated and AI powered workflows.**

By eliminating excessive clicks and introducing continuous innovation, **Flow RMS has saved time, reduced costs, and improved overall efficiency and accuracy.** With a user-driven development model, Flow RMS will continue to grow alongside NTS, ensuring they always have access to the latest tools and features they need to succeed.

Flow RMS—Delivering Efficiency, Innovation, and Growth for NTS.

