DISTRICT PHOTO'S JOURNEY TO SUCCESS: PARTNERING WITH ENCOMPASS SOLUTIONS FOR CLOUD EMPOWERMENT AND GROWTH

Company Overview

- Headquartered: Beltsville, Maryland
- Industry: Digital Imaging Services
- Established in 1949
- Website: districtphoto.com

Success Highlights

- Partnered with a Certified Epicor Partner
- Migrated to privately-hosted Epicor environment
- Ability to leverage Kinetic UI

Business Challenges

- Lost independent hosting and consulting partner
- Need private Azure instance
- Running on legacy software
- Under-adoption of Kinetic UI

Solution

- Epicor Kinetic UI and Hosted Migration Project

Benefits

- Fully utilization of Epicor Kinetic UI
- Complete control over internal policies and procedures
- Ability to efficiently achieve corporate goals and objectives

> *"We understood the need for a top-notch service provider," Sabrina Cook, IT Manager, PMO at District Photo*

District Photo, a renowned leader in digital imaging fulfillment with a rich history of 70 years in the industry, faced unique challenges despite its large company status. As a provider of private label photo services and variable data printing to major retailers and e-tailers like Shutterfly and Snapfish, District Photo faced distinct obstacles. However, with the departure of their previous hosting and consulting partner, the company sought to be privately hosted in the cloud. To overcome these obstacles, District Photo pursued a partnership with a certified Epicor service provider and found the perfect solution in Encompass Solutions.

Finding the Perfect Partner

Recognizing the importance of securing a diverse partner capable of delivering exceptional service tailored to their specific business needs, Sabrina Cook, IT Manager, PMO at District Photo, emphasized the extensive selection process. Cook stated "We understood the need for a top-notch service provider," and highlighted Encompass Solutions' standout qualities, including their willingness to support District Photo's desire for a private Azure instance, a unique arrangement for an Epicor on-premise customer. Cook further praised Encompass Solutions' ability to accommodate District Photo's unique requirements and provide a wide range of expertise. Ultimately, District Photo's decision to partner with Encompass Solutions was driven by the team's diversity, positive reputation, and demonstrated ability to comprehend and fulfill their implementation needs and timelines.

Hosted Migration Project and Kinetic UI Upgrade

In 2021, District Photo embarked on a hosted migration project, migrating their privately-hosted Epicor environment to their own Azure instance. "Encompass Solutions played a crucial role in supporting this transition by providing project management, infrastructure, functional, and development expertise to ensure a successful migration to District Photo's new, privately-hosted environment," Jason Claggett, Director of Advanced Support, Encompass Solutions.

In 2022, District Photo engaged with Encompass Solutions for an upgrade from a legacy version of Epicor to the new Kinetic application. Encompass Solutions recognized the importance of smooth user adoption and proactively assisted during the upgrade process. They facilitated a seamless transition by drawing visual parallels between the legacy version and the Kinetic UI working closely with District Photo to emphasize the differences in essential components.

Meeting Specific Requirements

Throughout the migration process, Encompass Solutions remained dedicated to addressing District Photo's specific requirements and ensuring a smooth transition to the upgraded Kinetic environment. Their extensive expertise and commitment to customer success were evident in the careful guidance provided to District Photo's users, resulting in a streamlined learning experience and increased confidence in their new system. As a result, District Photo gained complete control over internal policies and procedures, empowering them to achieve their corporate goals and objectives efficiently.

Through the partnership with Encompass Solutions, District Photo discovered the exceptional service they had been searching for. Encompass Solutions' ability to facilitate its unique hosting needs and provide a broader spectrum of expertise set them apart from other partners in the market. With Encompass Solutions' assistance, District Photo successfully completed its migration project, establishing a solid foundation for future growth and expansion with its Epicor system.

A Reliable Partner for Ongoing Optimization

As District Photo continues to evolve and face new challenges, they entrust Encompass Solutions as a reliable partner, ensuring the ongoing optimization and alignment of their Epicor environment with their business objectives.

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