

CRU SOLUTIONS™ SUCCESS STORY

We make technology easy

Company Profile



Chapman and Chapman

Insurance and Financial Services

*2307 East Aurora Road
Suite B13*

Twinsburg, OH 44087

440-287-7600

www.chapmanandchapman.com

Founded in 1886

Family Owned for 5 Generations

Challenge

In 1984 Chapman and Chapman was a company approaching 100 years in business, and they were ready to harness the power of computers in more areas of their organization.

Solution

Conduct a complete technical and organizational analysis to recommend best solutions for current needs and future growth.

Results

Immediate improvements in both productivity and efficiency. Further custom applications have led to a marked increase in responsiveness to clients.

Integrity and Approach leads to 24-year relationship

When a company is nearly 100 years old, there is a chance that many of their processes are set in stone. In 1984 Chapman and Chapman was ready to make some necessary changes in their business and harness the power of computers in more areas of their organization.

It was here when CRU Solutions was invited in to see what opportunities existed.

CRU Solutions did a complete analysis of Chapman's current systems (both computer based and paper based) and organizational needs. The goal was to identify systems and software that would meet their needs as they were at that point with enough expansion possibilities for future growth.

While growing the business relationship, CRU strived to create a level of comfort and trust through extensive communications with the Chapman team.

From their analysis, CRU recommended computers and software that immediately led to higher productivity and greater workplace efficiencies.

Over time, CRU has continued to implement custom software and equipment that has allowed Chapman to be more responsive and



"What I appreciate the most is our ability to get a prompt solution to our IT needs. Sometimes the solutions are quite complex and over my head, yet CRU's ability to explain that complexity in my terms is very helpful."

*-- Walter Chapman
President*

serve clients at a significantly higher level.

The fact that CRU and Chapman are now in their 24th year together speaks volumes.

"We continue to be a client of CRU Solutions because of a high trust level. We rely on and trust their advice," stated Walter Chapman, President of Chapman and Chapman. "CRU is a valuable partner in designing solutions that work, and run as error free as we could ever expect."