

CASE STUDY

# World's Largest Electronics Components Distributor Uses ComplianceQuest to Manage Document and Training Lifecycle

---

Digi-Key Electronics Drives Productivity and Efficiency by Making User Experience a Priority

---



# Background

Digi-Key Electronics is one of the world's largest electronic components distributors. Headquartered in Thief River Falls, Minnesota, Digi-Key is an original pioneer in electronic and automation products, offering over 12.6 million components from over 2,000 name-brand manufacturers. The privately-owned company, which was founded in 1972, processes over 5.3 million products per year and has an annual revenue of \$4.7B.



**ComplianceQuest has been stellar to work with. They're dedicated, committed, and we all worked together as a team."**

**—Sandi Bevington**, former Manager, Corporate Certifications

# Challenge

Digi-Key is a rapidly growing company on the verge of opening a 2.2M square foot warehouse next to its headquarters. The new warehouse is one of the largest in the history of the region, a small town of just 8,600 people. The company stocks chips, diodes, and other electronic parts, of which 95% are in stock for immediate shipment.

At the heart of Digi-Key's success is its 4,500+ employees who work together to fulfill supplier orders, provide support, and ensure the highest quality for its customers, ranging from hobbyists to the aeronautics industry.

Throughout its long history, the company utilized several different EQMS solutions and various platforms to manage its vast inventory of catalogs, manuals, and documents. In 2016, the company determined that the current platform, which was in the roll-out phase, would not fit the organization's needs. Sandi Bevington, Manager, Corporate Certification Programs, was tasked with finding an alternative that was more flexible, scalable, and would better encourage user adoption.



# Solution/Results

According to Bevington, “In the past, the platforms we chose weren’t always the perfect fit, but we learned a lot in the process and, as a result, decided to take a different approach in our search for a new solution.”

An internal committee of 15 directors from each primary department was formed to help with the search and selection process. After establishing high-level goals and the necessary requirements, they reviewed RFPs, scored each vendor, and ultimately chose ComplianceQuest, a next generation Enterprise Quality and Safety Management System (EQMS) natively built and run on the Salesforce platform.

“ComplianceQuest checked all of our boxes. We felt like we could grow with them because the platform is scalable, flexible, user-friendly, and offers a variety of module choices,” said Bevington.



## CHALLENGES

- Current HTML-based EQMS inflexible and cumbersome to use
- Platform difficult to navigate, which resulted in lack of user adoption
- Lack of scalability for a rapidly growing company
- Insufficient structure and standardization created inefficiencies

## VALUE CREATED

- Automated processes for employee training save time and effort
- Enhanced user experience improves user adoption rates
- Increased efficiency, can do more with less
- Flexible, scalable platform for future growth
- Integration to corporate network with single sign-on
- Automated user provisioning, permissions, and licensing management

## SOLUTIONS

### QMS Platform with focus on:

- Document
- Training
- Change

## User-Friendly Interface Improves User Adoption

The team selected ComplianceQuest's EQMS platform with an initial focus on Document and Training Management modules because both areas impact almost every job function in the company. At any given time, 4,500+ employees may be searching for documents and hundreds of staff create and update documents regularly.



**We grew over 60% last year and anticipate that we'll continue to see growth like that in the future. It's great to work with a company that can grow alongside us."**

—**Sandi Bevington**, former Manager, Corporate  
Certifications

"A friendly user-interface was critical since searching and finding information is one of the main tasks we use the software for," explained Bevington. "In the past, we could only search by document title. With ComplianceQuest, we can search by title and within the content. Users can also create a favorites list for frequently accessed documents. This level of functionality has helped increase user adoption and confidence. Also, users can now use their device of choice, including tablets, to locate documents when needed."

## Training Management Software Drives Productivity

Over 20,000 documents, which consisted of Word and PDF formats and training materials, were migrated to ComplianceQuest along with Digi-Key's employee directory. These 20,000 documents represent the 80+ manuals which are essential for Digi-Key employees to do their jobs. If an employee is onboarded or their role changes, they'll receive an email with their specific training requirements.

"One of my favorite features of the system is the ability to assign training tasks. It simplifies everything and sends automatic notifications to employees when their training is due," explained Bevington.

Digi-Key can now ensure their workforce is trained, skilled, and certified, which drives productivity and helps maintain compliance. The Training Management module streamlines the learning process, passing along the appropriate knowledge at the right time, which also increases retention.

"ComplianceQuest has been stellar to work with. They're dedicated, committed, and we all worked together as a team," said Bevington. "We are always challenging ourselves to do more with less. "We grew over 60% last year and anticipate that we'll continue to see growth like that in the future. It's great to work with a company that can grow alongside us."



**ComplianceQuest checked all of our boxes. We felt like we could grow with them because the platform is scalable, flexible, user-friendly, and offers a variety of module choices."**

**—Sandi Bevington**, former Manager, Corporate Certifications





# About ComplianceQuest

Transform to a fully connected business with a **next-generation AI-Powered Quality and Safety management platform, built on Salesforce**. Our connected suite of solutions helps businesses of all sizes increase quality, safety and efficiency as they bring their products from concept to customer success. Our intelligent data-driven platform comes with best-in-class integrated processes to mitigate risks, protecting your employees, suppliers and brand reputation, and to increase innovation, compliance, profit and customer loyalty. ComplianceQuest is pre-validated and easy to implement, use, and maintain, allowing for streamlined communication and collaboration across the product value chain.

For more information, or to request a demo with a ComplianceQuest expert, contact ComplianceQuest today:

- Visit [www.compliancequest.com](https://www.compliancequest.com)
- Email us at [marketing@compliancequest.com](mailto:marketing@compliancequest.com)
- Call us at **408-458-8343**