



We provide software & services that help our customers *keep their promises* and achieve outstanding results.

LEADERSHIP

- Cal German, CEO
- Josh Weiss, President
- Trent Paben, COO
- Mike Limas, CFO
- Henry German, CRO
- Brent Heavican, CTO
- Jason Niemi, CPO
- Tanya Hansen, SVP

ESTABLISHED

1976

HEADQUARTERS

Omaha, Nebraska

EMPLOYEES

330+

CUSTOMERS

1,000+ customers // 3,500+ locations

USERS

25,000 +

DMSi Company Profile

Inventory & accounting software for the building materials industry

WE CARE MORE

Fiercely independent

As an independent, family-owned company, we aren't controlled by outside interests. We set our own path, honor our values, and prioritize customer success.

We will be there at every step

DMSi does not outsource support. Our team, headquartered in Omaha, Nebraska, guides customers through the entire journey, from implementation and training to daily operations and major transformations.

100% focus on building materials

We develop solutions exclusively for building materials businesses. From product roadmaps to employee training – everything we do is centered around one industry.

INDUSTRIES SERVED

- MILLWORK
- LUMBER WHOLESALE
- HARDWOOD DISTRIBUTION
- PRO DEALERS
- INDUSTRIAL DISTRIBUTION
- POOL & SPA
- LANDSCAPING
- LAMINATES
- ROOFING & SIDING
- DRYWALL
- TRUSS & PALLET
- BRICK & BLOCK
- HVAC
- PLUMBING

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DMSi CUSTOMER EXPERIENCE

At DMSi, we consider customer success the collective responsibility of every employee. We've shaped our processes, culture, even hiring practices around the goal of delivering an exceptional customer experience.

Implementation

As soon as contracts are signed, new DMSi customers are paired with a complete implementation team that guides them through the entire project. The process begins with on-site business assessments, process evaluations, and prioritization meetings. This is followed by weekly progress calls, iterative data setup, and training. We conduct a go-live “dress rehearsal” and are on-site providing support during and after the official change to ensure a smooth transition. Weekly phone calls address any ongoing needs.

Support

Once new customers complete their first month- end, they are introduced to the DMSi core support team for ongoing service needs. Our processes emphasize thoroughness and personalized attention. When a customer submits a request through either email, a phone call, or the online support portal, their case is routed to the appropriate team and subject matter experts. Customers receive regular updates about their request and follow-up surveys to ensure issues have been resolved to satisfaction.

Education

Education is central to the DMSi customer experience. Monthly webinars help users discover and leverage features that improve efficiency and reduce costs. We host meetings at industry events to discuss topics and software features most relevant to that market. The main attraction is our three-day PartnerConnect conference where users receive advanced training and exchange ideas with fellow DMSi customers.

Professional Services

As established customers seek to grow their businesses, DMSi's professional services are available to help them maximize the value of their software investment. We respond to the unique needs of each customer with tailored solutions, including utilization reviews, change management, pricing optimization, project management, personalized training, custom reporting, and data services.