

Business People

HELPING NORTHEAST INDIANA BUSINESS GROW SINCE 1987

DELIVERING WHAT IS PROMISED

DWD Technology Group has a reputation for honesty and integrity in the IT industry.



The DWD Technology Group Team



DWD's David Overholt and Mary Hildinger (outside) work together with John Tod, Belmont Beverage Stores (center) to add features and functionality to their accounting software, improving operational efficiencies.

article by Chris Randolph • photography by Jeffrey Crane

Most IT companies claim to offer top-notch products and services; few companies stake their entire business on it.

DWD Technology Group is one that does. With three offices in the Midwest, DWD helps companies evaluate and implement network, accounting and business management software systems while offering support to maintain technology needs.

Since 1990 DWD has provided network and software solutions to its customers both large and small. The familiar slogan of “superior service” is as old as many industries themselves, but in the technology game where even a minor glitch can compromise a business

software to meet unique client needs.

While technology itself may be a young industry, DWD’s ethical approach and experience come with a long history. DWD Technology Group is a division of Dulin, Ward & DeWald Inc., a full-service, certified public accounting firm founded in 1939. While it may seem a curious transition from accounting to technology, the integrity and meticulous standards required by DWD’s accounting practice are reflected in the technology division.

“Our business principles include simple concepts such as ‘always do the right thing,’ ‘keep the client informed’ and ‘set proper

“In contrast to virtually every other vendor we’ve worked with, DWD has done everything promised and its systems have provided exactly what we needed for our business.”

-John Tod, IT manager with Belmont Beverage Stores.

environment, reliability is key.

The company’s software products and services encompass accounting, distribution, manufacturing, nonprofit accounting and fundraising, customer relationship management and fixed asset management products. Its software technicians include certified public accountants who have both accounting and technical experience, as well as software programmers able to customize

expectations, then exceed them,” says Bob Kohlmeyer, director of DWD.

Important rules to live by, but also ones often complicated by today’s economic climate. Competition in the industry often drives IT providers to over-promise and under-deliver, leaving clients disappointed and with a product that may only do half the job. DWD, however, has earned a reputation for providing

260.423.2414

quality products to fit precise needs without overselling or making unrealistic performance statements.

“In contrast to virtually every other vendor we’ve worked with, DWD has done everything promised and its systems have provided exactly what we needed for our business,” says John Tod, IT manager with Belmont Beverage Stores. “We’ve been delighted with everything.”

Because DWD offers both accounting software and network support to its customers, it’s able to provide a total solution for clients.

Clients can use DWD’s network staff without the financial burden of hiring their own IT staff. As many of DWD’s clients have no internal point person for IT issues, DWD provides solutions to technology snags including network, workstation, software, printer and connectivity issues.

“Our clients get the benefit of building a relationship with a consultant that has an average of 16 years of IT experience and has contributed a minimum of four years of service at DWD, which is phenomenal for this industry,” says Kohlmeyer.

This extremely high retention rate benefits DWD’s clients as it allows them to build strong, lasting relationships with a consultant who can, in turn, provide recommendations that are based solely on

the individual needs of a business.

Ethics like those outlined above are likely what has earned DWD the respect of its long-term clients, many of whom have used its services for more than five years.

“We’ve worked with DWD for seven years now and have built a great relationship along the way,” says Lori Wagner, office administrator with Burt, Blee, Dixon, Sutton & Bloom, LLP. “Their network engineers not only have computer knowledge, they also build trusting relationships with you and learn about your business, which has been an enormous help for us. We can’t say enough good things about DWD.”

And that is, in essence, what DWD ultimately strives for. 

“The consultants at DWD are extremely knowledgeable, professional, and supportive. They have taken the time to learn about our organization, and are proactive regarding all of our needs.”

- SCAN, Inc.



Lori Wagner, office administrator for Burt, Blee, Dixon, Sutton & Bloom, LLP has worked with Mike Johnson and DWD’s team of network engineers since 2004.

"I really appreciate your consistent level of service and value the open communication, team approach and respect. Thanks for all your hard work!"

-Pro Resources, Inc.

"I appreciate the prompt response and knowing the job is done right the first time."

-Transmission & Fluid Equipment, Inc.

Our Consultants Provide Phone, On-site & Remote Support:

- Software training
- Software upgrades
- Data import/export & data file rebuilds
- Software installation and configuration
- Systems integration with 3rd party applications
- Software customization & custom Crystal Reports
- System analysis - to optimize your software usage



Accounting Software:

- Sage MAS 90 and MAS 200
- Sage BusinessWorks
- Sage Peachtree
- Sage CRM
- Sage ACT!
- Sage Fund Accounting
- Sage Fundraising 50

Network Services:

- Network Design and Support
- Network Management Services
- Network Security Services
- Wireless Networking
- Wide Area Networking
- Remote Access
- Hosted Solutions

"Our team of highly trained software consultants has years of consulting experience, many of whom are also CPAs with both accounting and technical expertise. Our dedication to customer satisfaction and our strong technical expertise set us apart."

- Bob Kohlmeyer,
Director, DWD Technology Group