

# INXSQL/INTEGRATED INVENTORY SOLUTIONS



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## BUILT FOR SUCCESS

Fastener Supply Company of Charlotte, North Carolina has served the needs of OEM's in the Southeast for almost 60 years. They focus on providing highly specialized products and services with a keen eye towards quality, reliability and support throughout the entire process.

As Fastener Supply continued to grow, they realized that replacing their existing accounting software with a more complete distribution ERP system was critical to their future success and growth. Selecting a company that could provide highly functional software, a vision and who would become an active partner with them was critical.

After an exhaustive search that looked at all aspects of their business including their current needs and projected future requirements, Fastener Supply chose INxSQL Software of Waterford, Michigan.

Tony Nelson, Purchasing Manager at Fastener Supply and an active member of the selection team outlined several areas of critical interest. They needed a cohesive system to better manage their five autonomous branches. They needed better control of their inventory. They also needed to automate many processes that were formerly manual. And, they needed to accomplish this without impacting their high level of customer service.

Nelson points to tools like INxSQL Contact Management which has given them access to critical data in real time. With INxMOTION, they look forward to

extending the reach beyond the walls of the company and into the field and customer sites using existing mobile devices.

Inventory control is a problem for every distributor. Organizing the warehouse, analyzing usage and making sure that the proper mix of product at each location, at the right time, is vital to a successful company like Fastener Supply. Keeping track of this expansive inventory is also time consuming. Nelson said that in their recent physical inventory, with INxSQL in place, they were able to reduce the time 30-50% while increasing accuracy.

Reducing costs, simplifying processes, and building the customer relationship were a few of Fastener Supply's goals. Nelson says that they look forward to continuing to expand their use of INxSQL. In the short-term, Fastener Supply has their sights set on expanded Quality Control, automated VMI, Graphical Dashboards and a fully integrated website to enhance their customers experience.

Meeting and exceeding customer's expectations these days requires business partners who work with you, not at you. Donnie Shrum, President of Fastener Supply had this to say, "Our management team was unanimous in saying that INxSQL is the best platform they've used". He also said that while functionality was important, the relationship and the attention paid to Fastener Supply by the entire INxSQL team has proven to be the most important part of the equation.

Keith Jones, Vice President of Sales for INxSQL said "working with a company like Fastener Supply is a pleasure. They identify the issues to be tackled and begin looking at the capabilities of the software and their existing processes to find the best way to resolve them. There are no sacred cows, everything is on the table when it comes to streamlining processes to better serve the company and their customers." 

