



"Azox people understand our needs and applications inside out. This is reflected in the high quality of our site."

Joseph Hohe,
VP-Operations, Auto Vehicle Parts Co.

Case Study

Azox E-Commerce solution helps solidify Au-ve-co's leadership in the automotive body hardware industry

Company

Auto Vehicle Parts Co.
www.auveco.com

Industry

Automotive Body Hardware

Technology Used

Azox eSource B2B, Option Family
Azox eCatalog
Azox Credit Card Extension (CCE)
Azox Extended Pricing
Microsoft Dynamics® GP

Business Benefits

- **Online ordering on customers' schedule:**
The site now allows distributors to view inventory availability and place orders online, having their products shipped the next morning while they go back on the road.
- **Orders and payment accuracy:**
Orders can have over a hundred line items on them. As distributors type their own items, preprint their invoices and match them with their orders, errors have been significantly reduced.
- **Less customer service personnel:**
By reducing phone and fax orders, the company has been able to eliminate one customer service position so far.

For more information:

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About Au-Ve-CO

Founded in 1916, Auto Vehicle Parts Co. is a family owned company who manufactures and distributes the world's largest selection of specialty automotive and industrial fasteners. Au-ve-co services customer's needs through a worldwide network of authorized distributors.



Business Challenge

Au-ve-co's impressive 650 page print catalog has long been regarded as "The Encyclopedia of the automotive body hardware industry", featuring over 15,000 parts. With over 3,500 distributors worldwide, and a wide range of packaging options and price structures, it had become imperative to find a fully comprehensive online solution.

"We have dealt with a lot of software companies and our experience with Azox has been by far the best."

Joseph Hohe,
VP-Operations, Auto Vehicle Parts Co.

Azox Solution

Au-ve-co purchased an eCommerce Business System combined with an option Family Module and Credit Card Extension. It included an Extended Pricing eInterface, which has been critical in managing their customized pricing structures. The resulting site allows customers to find parts, view illustrations and product specifications, check stock, place and track orders, check account status and preprint invoices and packing lists, all in a fully secure site.

"Azox was the only real time solution that fully integrated into Dynamics GP. All solutions, modifications and costs came in exactly as proposed."

Joseph Hohe,
VP-Operations, Auto Vehicle Parts Co.

Looking Ahead

Currently, up to 20% of the company's orders are being placed online. In response to customers' requests, the company recently added the ability to load the customers' own part numbers through the site, which makes online ordering even easier and faster.

"Many distributors have been with us for decades. We are now servicing their second generation, who is internet savvy and expect the convenience of online ordering."

Joseph Hohe,
VP-Operations, Auto Vehicle Parts Co.