

WALTER S. WHITE AUTO PARTS, INC.

Nexpart® Distribution Management & Nexpart eCommerce connect customers to this multi-location 2-step distributor.

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In the Beginning:

Opened in 1925, Walter S. White Auto Parts, Inc. is a vibrant, growing business. Now owned and operated by third and fourth generations of the original founder, Walter White Auto Parts has pioneered automotive aftermarket parts distribution with the forerunner of today's shock absorber - the Gabriel "Snubber" and the Fox locking steering wheel. In the 1950's they manufactured complete riveted brake shoe systems while competitors were still selling brake linings that installers had to bond to the metal backings.

In 1974, Brian Keith, who had previously worked for IBM, was enticed to join the family business by his father-in-law. "We don't focus on retail trade. We've always been strictly wholesale 2-steppers supporting professional service providers," said Brian Keith, President. Brian co-owns Walter S. White with his brother-in-law, Charles Rogers. They provide OE quality or higher parts, training, clinics, seminars and advanced support. Their decision to support service professionals turned them into the largest 2-step warehouse distributor in the Birmingham, Alabama area. They utilize the Nexpart Distribution Management system and WHI's Nexpart eCommerce to run their business and support their customers.

Their multi-location distribution business now supplies vehicle parts, tools, chemicals and services to small businesses, chains, fleets,



government, specialty shops and dealers in the vehicle repair and service business in the surrounding five states. "We originally had a Triad (Activant) system, but

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changed that for a Nexpart Distribution Management system in 2004.

We cutover all four locations on a weekend and we were running live on Monday morning. The Nexpart Distribution Management system allows us to get new locations up-and-running quickly and cost effectively."



Walter S. White Auto Parts has developed a large customer base of commercial service providers and are now expanding to a fifth warehouse location in Mobile, AL, a brand new geographical zone over 250 miles from their headquarters. "We have continued to open new locations to stay close to our professional installer customers and to be able to deliver to them all day long, every day.

Opening a new location with the Nexpart Distribution Management system is just not a big deal."

New System Epiphany:

"It was like an epiphany when I finally decided to move off of the Triad on to a new system. There were a number of things that had been adding up including having to wait for call-backs on service advice line, poor connectivity for our customers through dial-up, not to mention the Activant notice that they were no longer going to support my system. I knew I needed a system where my customers can reach me anytime, whether I am open or not. We also needed a system that was easier to open new locations."

Brian had contacts in the Automotive Aftermarket Industry Association (AAIA) and investigated many system choices before selecting the Nexpart Distribution Management system and Nexpart eCommerce. "I was looking for two critical things. First, the KISS (keep it simple) method so any of my staff can quickly find manufacturer information, see shipping and other critical information, or look up old customer invoices.



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Secondly, I wanted an open system that allows my customers to reach me easily through the web without having to be on the phone. I spoke to some of the Nexpart Distribution Management system user references before making my decision. Nexpart Distribution Management system has delivered what I wanted and needed." The Nexpart Distribution Management system integrates the best of breed business management features into a Windows® based SaaS (Software as a Service) for ease of distribution, scalability, and centralized data warehousing. All data is stored in the WHI centralized data center and with proper login and password can be instantaneously retrieved from any authorized PC with an Internet connection (like an on-line bank ATM). The Nexpart Distribution Management system has interfaces available for most open system standards and built-in eCommerce capability. "Opening up a new location with the Nexpart Distribution Management system is just not a big deal. I don't need any dedicated I.T. staff and use local contractors to set up the PC network."

Way Beyond Basics:

"Activant had all of the major lines we carried in catalog, but we couldn't use it unless we replaced their system. The Nexpart Distribution Management system integrates cataloging and updates automatically as well. Since I switched to the Nexpart Distribution Management system my support costs and phone costs are both cut in half. I rarely have any significant service issues with WHI, but the WHI support staff has helped me work out some of the technical issues with my Internet service provider. The WHI support staff is always ready to help me whenever I need them.



The Nexpart Distribution Management system simplified a lot of our paperwork and processes. My staff can have several invoices open at the same time, or source items that are not in stock immediately on each item or as they are closing out the invoice for all items.

Nexpart Distribution Management automatically adds the items to my Purchase Orders. On returns, the Nexpart Distribution Management system can identify the original purchase invoice or if

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they didn't actually purchase the part from us.

Line Item Sales Analysis (LISA) Report allows my staff to pinpoint our exact sales performance of air conditioning parts and supplies to develop purchase orders that optimize our summer season sales without getting stuck carrying excess inventory through the winter. With the Nexpart Distribution Management system, I can provide summaries for each of my customers of their purchases. For my large chain customers this is critical information on planning their purchases.

Many of my chain, out-of-town and more sophisticated technical customers like the Internet be-

cause they can get manufacturer's technical information on Nexpart as well as place their orders directly online. They no longer fax the orders or have to tie up their time on the phone reading their orders to my staff.

I get terrific information from my marketing association, Automotive Parts Associates (APA). WHI support staff makes it easy to add new lines and incoming stock to my Nexpart Distribution Management system so inventory becomes immediately available for sale. With the Triad it often meant working late or sleepless nights to get new items entered.

When I changed to the Nexpart Distribution Management system I realized that I no longer have to keep my accounts payables and receivables on a dedicated system. The Nexpart Distribution Management system interfaces with our PC based AR/AP program, so my office manager has current reporting of my receivables, my payables and my sales."

Summary:

"People do business with people. Nexpart Distribution Management system and Nexpart eCommerce provide the access, connectivity and account specific information I need for my growing business. Walter White uses the WHI products to build our customer trust relationships as well as great marketing tools. I'm able to give my customers better access to us through web presence and eCommerce because it's built-in to the WHI products. The Nexpart Distribution Management system ensures that when someone places an order it will get delivered on time whether it is in any of our stock locations or through an external source. The Nexpart Distribution Management system lowers our system operating costs and supports our growth."