



### **Jay-Cee Sales & Rivet Inc.**

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www.rivetsinstock.com

## **PROVIDING FOUR GENERATIONS OF SERVICE**

### **Long History**

Jay-Cee Sales was started in 1948 as an army surplus store in Detroit. Along with the army surplus, they sold a limited supply of nuts, bolts, screws, and rivets. Now they are the largest supplier of rivets in the USA. The company maintains 35,000 square feet of space containing over eight million pounds of rivets, rivet tools & special fasteners. That inventory includes everything from blind rivets, to drive rivets, solid rivets, and rivet nuts, to brake lining rivets, tinner rivets, semi-tubular rivets, large steel rivets (1/2" and above), split rivets, and SAE clevis pins, plus riveting tools.

### **Any Type of Rivet**

Little wonder Jay-Cee Sales & Rivet, Inc. states that they will provide any type rivet, any size, any metal, to meet customer requirements. All of their items can be viewed on their web site at [www.rivetsinstock.com](http://www.rivetsinstock.com)

Jay-Cee Sales & Rivet is on its 4th generation of family and growing. They continue to add and support product lines that assist their customers of end users and distributors.

### **Use The Latest Technology**

Jay-Cee Sales went live with The BUSINESS EDGE 2.0 in May 2012. Many things led up to the decision to update their software and choose The BUSINESS EDGE 2.0.

### **Custom Software**

Jay-Cee was using custom software that was being improved on a monthly basis. The problem was the software company supporting it was a 1 man show and was on a very old computer language. That gentleman

supporting them was looking towards retirement in the next 5 years. It made sense to update and move toward a new system while their older software support person could help them migrate the information to the new system. So began their quest to find the best replacement to jump into. Frankly, they were a little spoiled with a consultant coming in on a regular basis to cater to their needs. They weren't just looking for the best software for their needs, but the best support to assist them.

### **Conducting The New Software Search**

Allan Weitzman was given the job of spearheading the search for the new software. He told us about his approach. He said, "I began calling other fastener companies in our industry and asked them various questions..."

- 1. How long have you been using your software?**
- 2. How was the implementation process?**
- 3. How did it go the day/week your company went live?**
- 4. How do you find the support?**
- 5. What tools do they offer that helps with the support?**
- 6. Can you make changes and customize to your needs?**

Based on the answers to these questions, he established a "short list" of potential software vendors. They had been sold a "bill of goods" by a previous potential vendor and they wasted a lot of time and money on that fiasco, so this time they were very thorough. He was in a unique position since as a Master Distributor, he knows many Distributors personally. He didn't depend on references that were hand-picked by the vendor; he went directly to random users of the software products.



*The Team at Jay-Cee Sales and Rivet Company*

### *The Process Continued...*

Allan said, "I then called the various software companies and along with them demoing their software I interviewed them and asked ..."

- 1. How many people in your company?**
- 2. What other industries do you tailor to?**
- 3. What are your data conversion, training and support policies?**
- 4. How do you handle software problems?**
- 5. Can you integrate with our existing Web ordering system?**
- 6. Price structure for software/annual support/back-ups?**
- 7. Names of current clients to call.**

### *The Choice Was Easy*

Allan stated, "We choose Computer Insights. We felt they understood the fastener business better than any other software company in our industry. We were also very spoiled in the past and we wanted to



maintain the ability to add customization aspects to the software. Computer Insights is the solution that offers all that and more."

He continued, "Computer Insights staff was extremely helpful from the very beginning and still today. Implementing new software from old software is very stressful.

Computer Insights felt more like a partner in the process rather than just a software vendor. There is no doubt in my mind that we made the right choice. I often talk to colleagues with other Fastener companies and we compare software, support and updates. When I tell the story of our experience, they agree we went with the best!"

Computer Insights, Inc. can be reached at 108 3rd Street, Unit 4, Bloomingdale, IL 60108. Tel: 1-800-539-1233, Email: [sales@ci-inc.com](mailto:sales@ci-inc.com) and their website is [www.ci-inc.com](http://www.ci-inc.com). 