



**I.B.I.S. Inc.**  
A Sonata Software Company



## CLIENT SUCCESS STORY: Nivel Parts

**The World’s Largest Distributor of Golf Cart Accessories and After-Market Parts Implements Microsoft Dynamics AX to Reduce their IT Footprint and Improve Warehouse Management.**



### Overview

#### Client Profile

Nivel Parts is the world’s largest distributor of golf cart accessories and after-market parts. The privately-held company’s corporate office and primary distribution center is in Jacksonville, Florida. They have distribution and manufacturing facilities in Arizona, California, Illinois, Florida, North Carolina, and Pennsylvania.

#### Business Issue

Considerable growth and business complexity lead Nivel Parts to evaluate their former, disparate systems which were loosely integrated and lacked access to real-time information, especially real-time inventory visibility.

#### Solution

Software: Microsoft Dynamics AX

#### Benefits

- Reduced IT Footprint.
- Targeted Campaigns.
- Improved Warehouse Management.
- Ease of Use.
- Supported Solution.

I.B.I.S., Inc. works with Nivel Parts to deploy and maintain their Microsoft Dynamics ERP system.

40 years of experience and the care taken with customers has enabled Nivel to grow to become the largest supplier of aftermarket golf car parts and accessories in North America. It has taken many years of focusing on industry needs to develop a broad product line and a reputation for being a market leader with new product development. The company understands that it cannot succeed unless its dealers are successful, which is why Nivel has put together a comprehensive operating system to support customer’s needs. It combines a world-wide sourcing network and a national distribution system. However, none of it would work without the personal touch supplied by the Nivel sales and customer service group, whose primary job it is to see that the customers get the service they deserve. At the heart of any successful enterprise should be a basic trust between the parties, and that belief has led to the principles that guide all our transactions.



*“After much planning, research, and due diligence we selected the I.B.I.S. team Dynamics AX to move our business forward. It’s great working with people that do what they promise. We are in the early stages, and the business value we’ve realized already is astounding.” Don Might, IT Director at Nivel Parts stated.*

## Situation

At one time, Nivel Parts went to market as a traditional wholesale company selling parts through distributors. Today, after growing rapidly as a result of significant acquisitions, Nivel Parts has added vertical manufacturing capacity and also a business to consumer capability.

As a result of their considerable growth and the increased complexity of their business, Nivel recognized the need for a fully integrated business system that could support their business for many years going forward. Their current, disparate systems were loosely integrated and lacked access to real-time information, especially real-time inventory visibility to support the strategic growth areas that had been acquired.

## Solution

Nivel Parts needed the ability to support all of their business processes inside a single solution, with end-to-end integration in order to make critical business decisions on a proactive basis.

The two primary ERP solutions they considered were SAP All-in- One and Microsoft Dynamics AX.

The selection team at Nivel Parts placed a premium on due diligence and planned multiple reference visits, and then finalized their plans to proceed.

The I.B.I.S. and Microsoft team showed Nivel Dynamics AX was the clear leader in helping them achieve their goals from a new system. Nivel was confident that I.B.I.S. is the premier partner for implementing in distribution environments like theirs.

## Partnership

“After much planning, research, and due diligence we selected the I.B.I.S. team to move our business forward. It’s great working with people that do what they promise. We are in the early stages, and the business value we’ve realized already is astounding.” Don Might, IT Director at Nivel Parts stated.

## Benefits

Nivel has been able to meet their primary objectives of:

- Reduced IT Footprint with a Single Solution
- Targeted Campaign Management
- Improved Warehouse Management
- Ease of Use
- Supported Solution

## FOR MORE INFORMATION

For more information on Nivel Parts call **800.959.0852** or visit **[www.nivelparts.com](http://www.nivelparts.com)**.

For more information on I.B.I.S., a Sonata Software Company products, services and Microsoft offerings call **770.882.0100** or visit **[www.ibisinc.com](http://www.ibisinc.com)** on the web.