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Servtronics, Inc. Now One of Florida's Largest Regional Distributors

Headquartered in Winter Park, Florida, Servtronics, Inc. is one of the largest regional distributors of fasteners and electro-mechanical hardware to the aerospace, military and medical industries in Florida. "We started out 22 years ago with three people and \$0 in sales. In the beginning, I would sell in the morning, and in the afternoon go out to the warehouse to pack and ship," said Dale Spears, one of the original founders and current president of Servtronics, Inc. "But I always envisioned that with hard work, the right systems and making sure we did more for our customers, we would grow."

From three people, Servtronics has grown to 23 employees, is ISO 9001-2000 registered, and services its ever-expanding customer base out of its 11,000 square-foot, state-of-the-art warehouse. "Since operations began back in 1984, using Cardex cards to keep track of sales and purchases, it's been understood that to be competitive and grow the business we needed to have information at our fingertips to better serve our customers. That belief has not only helped us differentiate ourselves among our competitors, it has enabled us to grow into a multi-million dollar company," said Dale.

Like many distributors after a few years, Servtronics did away with the cardex card system, and implemented a Unix-based system. But as the company grew and there was a need for greater accountability and quicker access to information, Servtronics migrated to a Windows-based system. Servtronics needed a comprehensive, fully-integrated, scalable, customizable business software program that would be easy to learn and use by all the different departments from the sales force to the warehouse personnel. Specifically, the software package needed to process more orders and parts in less time requiring fewer man hours and offer multiple real-time reporting capabilities.

Choosing FDS by Axiom Software was not an im-

pulse decision, especially since both Dale, who has a focus on operations and the bottom line, and Servtronics's IT person were looking for different things. After spending over a year and a half doing research on available developers — everything from custom software to out-of-the-box solutions — they finally decided on FDS by Axiom Software. "They understood our business better and there was good chemistry, but the bottom line is FDS enable us to better service our customers and offer prospective customers a level of service they couldn't find anywhere else," said Dale. The IT person was also in favor of choosing FDS because Software over the other software packages because of the ease of transition and the fact that Axiom took the necessary time to train every person in the company and had the necessary personnel staffing their help desk lines in case anyone had a question. Dale explained, "Now I don't need to go looking for someone to run a report for me, and hear we can't easily access that information or that someone can't quickly and easily generate a report that's germane and authorized."

Looking to the future, Dale is evaluating ways to further increase productivity and streamline operations by collaborating with manufacturers so that part requests and orders, once entered into Servtronics's system, will automatically be mirrored in real-time. "Right now, FDS enables us to do just that. We need to work out the details and logistics with our manufacturers and partners."

About Servtronics, Inc.

Founded in 1984, Servtronics, Inc. is a privately held corporation, dedicated to distributing fasteners and electro-mechanical parts to the aerospace, military, and medical industries. To learn more about the company, visit their website at www.servtronics.com.

About Axiom Software

Axiom Software, headquartered in New York, is one of the leading developers of custom software and critical engineering applications for enterprise industry segments, such as fasteners and electronic parts distribution. To learn more, visit their website at www.axiomsw.com.



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