



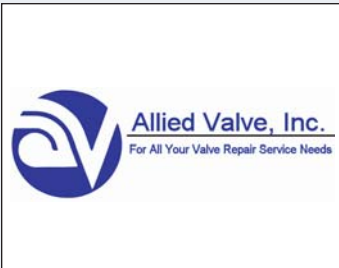
Allied Valve

www.alliedvalveinc.com



At A Glance:

- **Company:** Allied Valve
- **Location:** Riverdale, IA
- **Industry:** Wholesale/Distribution; Energy
- **Challenges:**
 - Integrate three locations to quickly form a unified business
 - Provide a unified platform that would support growth
 - Provide full functionality to remote workers as needed
- **Software switched from:** Syteline; custom applications
- **Results with NetSuite:**
 - Unified inventory and service visibility within just a few days
 - Eliminated landlocked legacy applications
 - Provides full visibility to managers and owner while out of the office



“Our goal was to run the three locations as one business, and NetSuite is going to allow us to do that.”

— Jim Knox, President

Allied Valve

The Results:

Adopting NetSuite allowed President Jim Knox and his team to quickly convert three regional branches of an industrial valve supply and repair company into a new entity, Allied Valve, Inc., making sure that the new firm could hit the ground running. “The big advantage here is that I have all three locations running on the same system, so I can see the whole company at a glance,” Knox says.

Bringing the business into concert so quickly means Allied is avoiding the problems of double-entry and repeated effort that it faced in the first few months of its existence. “Now, I am able to enter a customer order in Iowa and have it shipped from one of our locations to the customer. In the past, I would send a fax, they would ship it down to Iowa, and then we would ship to the customer,” he says. “Now that we’ve eliminated a lot of duplication, we are very effective.”

The Challenges:

Allied Valve was created in Spring 2004 when the new owners bought three locations from another company with a vision to create a new firm to supply, repair, and customize industrial valves for buyers such as refineries and power plants. The old company had inefficient practices and aging software which had to be replaced, and quickly, because the previous owners were not going to be around to answer questions and Knox wanted to avoid waste. “The company we bought the business from was contracting down to nothing,” he says.

Allied turned to a quick-fix to bring the business together, but it was not a long-term solution. “The system my IT manager had written in Access was effective for one location, but wasn’t something we could run the whole company with.”

The Solution:

Knox decided to take a cue from a peer company which had already adopted NetSuite to run its industrial valve business. “They were about two months ahead of us and had to deal with these same problems, and selected NetSuite. We saw some demos, we involved

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a lot of our customer service people and managers in the company, and it looked like the system would fulfill our needs, so in June of last year we decided NetSuite was the way we were going to go.”

After some preliminary research and testing, Allied Valve was able to import and convert its data very rapidly, bringing the key Chicago location online first before adding the Wisconsin site and Iowa headquarters. “In a matter of just two or three days, we had the thing kicked off,” Knox says.

One of the company’s goals is to better synchronize its service and repair operations, and NetSuite has provided Allied with the visibility it needs. “One of the best things is that we have a centralized calendar, so we know who’s scheduled when,” Knox says. “This is a very fluid business and things change rapidly, so if a customer tells us they are going to shut down part of their plant for service, we need quick visibility into what everybody in service is doing.”

The company’s distribution operations, including invoicing, payables, and inventory, are all running on NetSuite, and the company plans to expand to a full customer relationship management model soon. “We’re just now beginning to introduce NetSuite CRM so we can better track prospects, leads, and opportunities. NetSuite is going to be the way we run the business.”

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