

The Right Direction

The Right Summary

Client:

A&T Parts & Rebuilders

776 Westmoreland Drive
Tupelo, MS 38801
Phone: (662) 844-4512
Fax: (662) 844-4571

www.atrebuilders.com

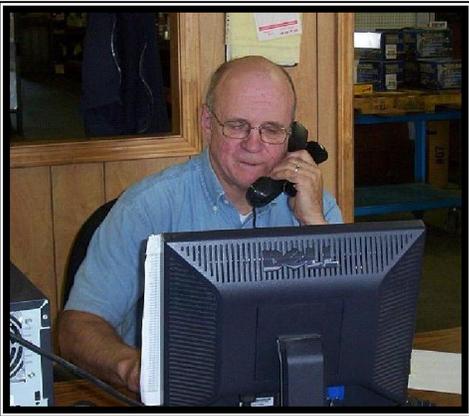
Solution:

SouthWare Excellence Series

A&T Parts & Rebuilders It's All In The Family

Who is Uncle Al Lovett? At A & T Parts in Tupelo, Mississippi, he is the person who talked Mr. Toy Wise into partnering with him to open their business in February 1971; thus the name A & T Parts. In this day and age of corporate buyouts, mergers, and acquisitions, successful family businesses are becoming a rare entity. However, for the Wise family and their relatives, working together in business is just the normal day-to-day routine. That is how they build and sell starters, water pumps, and alternators.

How does a business that began in 1971 become successful, grow from 2 employees to 28, and attract other family members to become a part of it and continue that success? According to Terry Wise, now President of the company, a large part of that success is because of his parents and their work ethic. Mr. Toy Wise bought out his brother-in-law, Mr. Al Lovett, after one year in business, but he still farmed while continuing to build A & T Parts. G. C. Moroney, who married into the Wise family by marrying a cousin, worked for the family business on the road selling, and Mrs. Wise handled all the bookkeeping. But that is just a small part of what she did. Mrs. Dena Wise cooked breakfast every morning, came in to the office and hand typed every invoice and statement, drove 30 miles back home and cooked lunch, took it out to Mr. Wise who was farming in the field, and drove back to the office to work the rest of the day. "The thing about her," says Terry Wise, "is that she did all of that and made it look easy. When audited by the IRS, the auditor said she was the most efficient bookkeeper he had ever seen." Mrs. Wise is now in her 80's and still comes to the office once or twice a month to help with the filing. "And she usually mops the floor before she leaves," chuckles Terry.

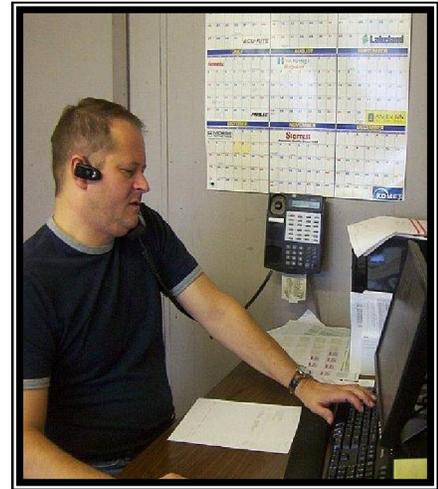


Who are the other family members? G. C. Moroney who was mentioned above retired in 1996, but his son Don Moroney took his place and is still selling for the company. Terry Wise was in the Air Force and then worked part time at the company while attending Mississippi State University majoring in education. However, after one year of teaching 8th grade and Terry's father challenging him to come and "try" the business for just one year, Terry made the decision to "try it" and has been at A & T Parts since that time. And carrying on that family tradition is Terry's son, Jeremy, who works for the company as well.





After earning his degree in Graphic Design and Photography, Barry had no intentions of joining the family business. However, after working in his field of study for six years, Mrs. Dena Wise began to talk with her youngest son about retiring and ask Barry to take her place. He decided to give it a try, went through the one-year training ritual, bought into the business, and has been at A & T Parts since that time. Barry manages the computer system and maintains the software including the accounting and payroll. When asked about the company's success, Barry was quick to add, "Our business was built on prayer and Christian principles."



Jerry Wise, also a brother, is a Primitive Baptist Minister who joined the business about five years after Terry in 1980. Each family member goes through training in the various departments of the business so that they have a thorough understanding of the entire process. After Jerry bought into the business in 1980, his expertise was geared more toward the Water Pump Department, but he is now the Vice-President of the company. Jerry is still considered the "water pump guru."

Why did A & T Parts need a reliable software system? There were many reasons, but the most important one is that when the part numbers grew to 20,000, Terry just couldn't keep up with them in his head any more. In addition to building and selling starters, water pumps, and alternators, they also sell a wide range of small parts. A & T specializes in unique parts that are almost impossible to find elsewhere so it is important that they have a way to track all of these parts as well as the suppliers.

What were the most important aspects of a software system? Terry and Barry agree on these three points:

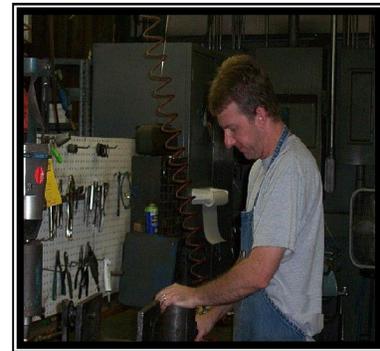
- Flexibility to compete which includes ability to change prices
- Easily maintained contract pricing
- Ability to monitor the business through the software

"Without this system, we're dead. That's all there is to it!" announces Terry Wise. "We looked at probably three others, but SouthWare was the best value," he adds. "The flexibility in pricing all our parts was the main reason we got the system, but the special cross referencing program developed for us is something we just can't live without now. It has substitute parts, phone numbers, suppliers, and all kinds of other information that we have to have on a daily basis."



Would they recommend BTM Solutions and SouthWare to others? "I have recommended this system to others," says Barry. When asked to sum it all up, Barry answered, "good people – good product! Better service and better product than you can get anywhere else!"

And that's the "Rest of the Story" for three generations of this thriving family business!



572 Yorkville Road East
Columbus, MS 39702
662-328-2400

405 Briarwood Suite 107D
Jackson, MS 39206
601-991-1919

6933 Crumpler Blvd Suite H
Olive Branch, MS 38654
662-890-6326

www.btm-solutions.com
800-909-9381