Catavolt

Luverne thrives on remote, real-time access with Catavolt Extender.

"It's a great product for giving live access to remote employees."

Sean Fields
IT Manager
Luverne Truck Equipment

The challenge

Luverne designs and manufactures aftermarket truck accessories, distributing its products to auto dealers and accessory stores throughout the U.S. and Canada via a sales force operating from 17 warehouses. With a distributed workforce, Luverne was facing communication challenges over inventory and invoicing. In particular, order processing through corporate was delaying accurate inventory information, and employees were occasionally manually entering item numbers, resulting in mistakes. Additionally, invoice generation was haphazard, and corporate was often left with incomplete or missing invoices. On occasion, sales would even be made to customers who were behind on their payments, making it difficult for corporate to negotiate final payments. Finally, representatives could not issue a credit memo for returned goods until corporate first reported the original sales amount from order history, so customer service was an issue, as well.

The answer

With Catavolt Extender, Luverne gives its representatives real-time access to corporate data using iPad tablets.

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Accurate Inventories

▶ Representatives see accurate, up-to-the-minute inventory levels, allowing them to promise goods with confidence.Additionally, representatives' orders are immediately visible to the warehouses, so warehouse transfers can now simply refer to the order number without having to re-key the items.

Accurate Invoicing

▶ Incomplete preorders are visible on the corporate system, eliminating surprise payments, and representatives can see open invoices, allowing them to negotiate payments with customers face-to-face before delivering new goods. When a customer has a return, the representative can immediately access the order history on the iPad to issue accurate credit memos on the spot.

Real-time Data

▶ Representatives see YTD sales by week or month that reflect new orders immediately, making it easier to know where they stand relative to their targets.All this real-time data also means executives see monthly sales results the next day, instead of days later.

Implementation

▶ Luverne implemented Catavolt Extender with no new investments other than iPad tablets and a few hours of instruction for IT.
The company is very pleased with the results. "It is very tightly configured to what we specifically wanted out of it." Sean Fields, IT Manager, Luverne Truck Equipment

The iPad advantage

▶ IT reaps the benefits as well.

Workload: There's nothing for IT to load on the iPad tablets; if a representative misplaces their iPad, a new one can be used immediately.

Security: Because there is no order data stored on the individual iPad tablets, if one is lost or stolen – or if a representative drives off while it falls off the back of their truck – there is nothing to recover or reconstruct. Additionally, transmissions are encrypted and don't require a VPN.

Budget: iPad tablets are more cost-effective than PCs.

About Luverne Truck Equipment

Luverne Truck Equipment has been designing and manufacturing high-quality truck accessories in the Heartland of America since 1963. Luverne's product line offers a broad base of upscale aftermarket accessories for pickups, vans, SUVs, and medium- and heavy-duty trucks. Luverne is the brand to trust and the company to rely on.

For more information, visit **luvernetruck.com**.

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