



North American Lighting Products Inc.

Oliver Clowe and Darlene Levill founded the Canadian Company in 1989 as a wholesaler of lighting products. In the next decade NALP grew quickly and increased their product line, encompassing a full range of electrical and lighting products.

NALP credits their success to fulfilling their number one objective: **customer service and satisfaction first**. The unofficial company motto is "to provide customers what they need, when they need it, at a competitive price." As Darlene and Oliver both state, "We are driven by service."

With over 50,000 items in their product guide and access to over 200,000 items from more than 130 suppliers, their product list includes electrical accessories, emergency lighting, fixtures, lamps, wiring devices, lenses & louvers and ballasts. NALP prides itself on in-stock orders being shipped the same day for next day delivery. No order is too small or too difficult to source for their experienced sales team. NALP needed a system that could maintain or improve on these high standards. No small feat, as they were about to discover.

In 1996, North American Lighting started sourcing a computer system that would help them cut their expenses, increase productivity and make instantly available, correct customer and product information. After a year of searching for the right product they decided that TECSYS was the only company with the expertise and software right for their industry and marketplace.

Sales representatives now have easy access to information about stock availability, custom pricing, expected receipt dates, plus alternative and associated products. Quotes and sales are processed on the spot. One key benefit of TECSYS was the immediate flow of information over to Automated Purchasing.

Since implementing TECSYS, the company's sales volume has doubled and no additional personnel in purchasing or administration have been necessary.