

# COMPUTER INSIGHTS, INC.

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## WHAT DRIVES THE BUSINESS EDGE™

by Dennis Cowhey

### Mission: What We Do And For Whom

- Develop and support purpose-built ERP software that empowers fastener and industrial supply distributors to do more, in less time, with fewer people

- Deliver deep, industry-specific functionality that eliminates the workarounds, compromises, and double-entry that generic distribution software forces on fastener companies

- Serve as a true technology partner — not just a software vendor — bringing decades of fastener industry knowledge to every implementation, support call, and feature we build

- Enable companies ranging from four employees to over 500 to compete, grow, and serve their customers with speed and accuracy

**“One of the best business decisions we have ever made is implementing The Business Edge™ by Computer Insights, Inc. They are always updating and bringing on new ideas and innovation.”**

*Rick Johnson, Executive Stewardship Officer —  
RC Fasteners & Components, Inc.*

### Vision: Where We Are Headed

- Build the most connected, intelligent ERP ecosystem in the fastener distribution industry, linking distributors, master distributors, sourcing sites, and strategic partners through seamless, real-time integration

- Continuously evolve The Business Edge™ to embrace emerging technologies — including AI, modern



APIs, and mobile platforms — so our clients always operate at the leading edge of what's possible in their industry

- Be the standard by which every fastener distributor measures ERP software — the system that makes people say, “I can't imagine how we managed without it”

- Strengthen the entire fastener supply chain by enabling our clients to offer their customers instant answers, flawless accuracy, and the kind of service that wins loyalty for decades

**“Choosing Computer Insights, Inc. as a partner was the right decision for A & A Bolt & Screw Company. Looking back, I can't imagine how we managed without it. This computer system enables us to provide top-quality customer service.”**

*Andy Rodick, President —  
A & A Bolt & Screw Co. • 20+ Year Partnership*

## Strategy: How We Will Get There

- Maintain relentless, exclusive focus on the fastener and industrial supply distribution industry rather than chasing breadth across unrelated markets
- Grow the Fastener Supply Chain Network (FSCN™) by adding master distributor connections, sourcing integrations, and strategic partnerships that multiply the value of every TBE installation
- Invest in modern, open architecture — RESTful APIs, mobile platforms, and partner integrations — so The Business Edge™ connects to the broader technology ecosystem our clients need
- Drive growth through client success stories and referrals, letting the results our clients achieve speak louder than any sales pitch
- Listen to our clients and build what they actually need — treating feature requests as collaborative development, not a suggestion box

**“The team at The Business Edge™ is constantly pushing the limits of today’s ERP solution through countless upgrades while utilizing other Best Practices from their network to improve their software, making The Business Edge™ a valuable, strategic partner for our continued success.”**

Michael Delis, Director —  
Fastener Tool & Supply, Inc.

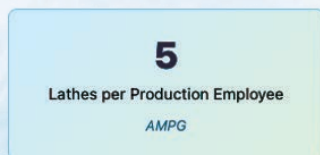


**“We committed to going paperless. Having now gone paperless in just nine months — from pick tickets, random locations, and filing the usual paperwork — we have successfully deployed a randomized inventory system, increasing productivity by 60%, reduced labor 50%, improved reliability in correct shipments while eliminating secondary inspection altogether.”**

Kelly Cole, Vice President & COO —  
Hayes Bolt & Supply

## Results That Speak For Themselves

These numbers come directly from our clients — real results from real fastener distributors running The Business Edge.™



**most dependable and adaptable platforms we rely on. Its ability to scale with us, while providing ongoing reliability and flexibility, has been instrumental in our long-term success.”**

James Kitchen, IT  
Manager —  
Fastener Warehouse

## Tactics: Specific Actions And Capabilities We Deploy

- **Wireless Warehouse** — Eliminates paper, enables random location picking, and has delivered up to 60% productivity gains and 50% labor reductions for clients
- **VMI Mobile & Signature Capture** — Field teams scan, order, and confirm deliveries in real time directly from customer sites
- **Certificate Management & Lot Traceability** — Satisfies ISO, AS9100, and customer-specific quality requirements without manual effort
- **Integrated CRM** — Lives inside the ERP — no separate system, no sync headaches — so sales teams have every customer touchpoint in one place
- **Fastener Supply Chain Network (FSCN™)** — Live connections to Brighton-Best, Kanebridge, Star Stainless, XL Screw, and others for pricing, availability, and electronic PO submission without leaving TBE
- **Strategic Integrations** — Avalara (sales tax), ShipEngine (shipping), Clover Connect (credit cards), BoltWise (AI-powered quoting), ThomasNet, and more
- **Container Management System** — Handles duty, freight allocation, and landed cost calculation automatically for importers
- **RESTful APIs** — Enable e-commerce sites, custom dashboards, analytics platforms, and third-party applications to connect with TBE data securely

**“STS pushes for innovation, and we prefer to partner with companies that share this passion, like Computer Insights, Inc.”**

Scott Habetz, Owner —  
STS Industrial, Inc.

**“The Business Edge™ RESTful APIs work great with our e-commerce website. They allow a seamless transition for website orders to our server quickly and efficiently.”**

Rick Johnson, Executive Stewardship Officer —  
RC Fasteners & Components, Inc.

## Core Values: What We Believe In And How We Operate

- **Industry Expertise First** — We are fastener people building software for fastener people, and that

specialization is the foundation of everything we do

- **Partnership Over Transactions** — We invest in long-term relationships with our clients; many have been with us for 15, 20, even 25+ years because we earn that trust every day
- **Listen, Then Build** — Our best features come from our clients; when a customer shares a need, we treat it as a collaborative engineering challenge, not a help desk ticket
- **Accuracy Is Everything** — In the fastener world, a wrong cert, a missed lot number, or a pricing error has real consequences; our software is built with that seriousness of purpose
- **Proudly American** — Designed, developed, and supported in the USA, with real people who answer the phone and know your business
- **Continuous Innovation** — From our founding in 1981 through 25+ years of The Business Edge, we never stop improving; we embrace new technology to keep our clients ahead of the curve
- **Simple, Focused, and Effective** — We don't add bloat; we build what fastener distributors need and make it easy enough to train employees in hours, not months

**“Computer Insights has become like family. Mostly good times with a few rocky ones. They are always there to help us on our journey, and we have prospered greatly with their support.”**

Jim Hegedus, President —  
Unlimited Supplies, Inc.

**“It is obvious that The Business Edge was designed by ‘Fastener People’, and that everyone on the team had years of experience, just like we do, working in this industry.”**

Steve Weissman, President —  
Globe International Corp.

## Designed, Developed, & Supported In The USA

Ready to transform your fastener distribution business with software that truly understands your industry? [Contact us at \(800\) 539-1233](tel:8005391233) or [sales@ci-inc.com](mailto:sales@ci-inc.com) to schedule your [personalized demonstration](#). 