boltwise

WITH CANDOR INDUSTRIAL SUPPLY

CUSTOMER STORY / CANDOR INDUSTRIAL SUPPLY

Speed to revenue.

How Candor went from weeks-long quotes to turnaround in days.



Watch Jesse's interview PLAY →

Candor wanted to cut the time it took to quote large orders so it could compete with larger distributors. With Boltwise, quote turnaround dropped from weeks to days — and sometimes to as little as an hour.



Key takeaways

THE IMPACT

Weeks → days

Quote turnaround

Large requests used to take a couple of weeks. Now they take days, or even hours.

~30 sec

Review time per line

AI cuts the manual data entry: Boltwise looks up each line in Candor's catalog, and the team just confirms the match.

70%

Matched on a 3,000-line bid

Where there was no direct match, Boltwise suggested parts to review. Saved fixes are right next time.

More time

With customers

Jesse uses the time he saves to visit customers and review KPIs with them.

About Candor

A full-line industrial distributor with a big distributor's selection and a small company's service.

FOUNDED	2019
HEADQUARTERS	Upland, California
SERVES	Industrial, construction & MRO
ERP	The Business Edge (TBE)
MARKETS	Southern California, Phoenix, Dallas–Fort Worth, Mid-Georgia

THE CHALLENGE

Big bids, handled by a small team.

Candor Industrial Supply is a young distributor. It competes for the same large bids as much larger distributors, but without the benefit of a sourcing department.

Jesse Alfrey is Candor's Business Development Manager. He focuses on new accounts, looks after existing relationships and supports the sales team. A request for quote from a prospect can be a list of a few hundred or a few thousand parts. Executing that first quote well is the chance to build a new relationship and grow the business — but traditionally it meant hours of looking up parts by hand, work that falls on the same people who should be out seeing existing customers.

Candor calls getting those quotes out faster **"speed to revenue."**

The RFQs come in by email as a PDF or a spreadsheet, anywhere from 100 lines to over 1,000. The customer's part numbers almost never match Candor's. So before anyone could price anything, every line had to be looked up: read the description, find it in Candor's system, check the vendor. That's often several minutes of manual work per line.

A 100-line list could take a couple of hours. A big bid meant telling the customer they'd wait a couple of weeks for a quote. The bigger distributors Candor competes with have dedicated sourcing departments for this work. Candor doesn't, so the team has to stretch to get these big quotes out.



"If we have some tools that are pretty slick in our toolbox, then we can certainly play like the big boys."

Jesse Alfrey, Business Development Manager, Candor Industrial Supply

"We struggle to scale to these larger bids that come to us because we don't have something that can help do the heavy lifting."

Jesse Alfrey

THE WORKFLOW

Matched before anyone touches it.

01
RFQ arrives
By email, as a PDF or spreadsheet: 100 to 1,000+ lines

→

02
Boltwise matches
Every line, in seconds, via cross-references or the description

→

03
Team reviews
Manufacturer, description, specs: about 30 seconds a line

→

04
Fixes saved
Corrected matches are right the next time that part comes in

When Boltwise reads a list from a customer or prospect, it matches every line to Candor's catalog in seconds and suggests parts where there's no match. If the customer gives a part number, it checks Candor's cross-references. If not, it works from the description, using Candor's catalog and vendor data. Either way, the team starts with suggested matches instead of a blank spreadsheet.

A 100-line list runs while Jesse works on something else, then takes him a couple of minutes to review.

> **"For one person, three thousand line items would take forever."**
>
> Jesse Alfrey

A tool that learns with you

When Boltwise picks the wrong part, the team picks the right one and saves the fix — so the next time that part number comes in, it's already matched and confirmed. Candor asks everyone to make these fixes, because each one makes the next list faster. And it's not just fasteners: Boltwise has started matching Candor's MRO items too.

More time with customers

Once Candor wins an account, customers want to know what Candor is doing with their purchasing data. Jesse now has time to get back in front of them and review the KPIs that keep those relationships strong — more time visiting customers, less time looking up parts at a desk.

THE CUSTOMER RELATIONSHIP

Investing in your customers.

One of the customers behind much of Candor's growth asked directly how Candor was investing in AI and other technology. That customer was spending more with Candor and wanted to know its supplier could keep up with growing demand. Candor walked them through how it now quotes with Boltwise.

> **"We want them to know that we are investing in our business, which in turn reinvests into their business and benefits them."**
>
> Jesse Alfrey

Tested on real RFQs

Jesse first saw Boltwise at a fastener fair in Los Angeles, but Candor doesn't buy software off a trade-show demo. He wanted to know if it would work with Candor's data and how much of the team's time it would take. The team ran real RFQs through Boltwise and checked the results. At first they were skeptical ("Another technology?"), so leadership explained the reason for the change: faster quotes and more time with customers.

"It didn't happen overnight. But people have come around to it, and we're excited for it."

Try it on your own data

Jesse's advice to other distributors: talk with Boltwise, start with a small test and see how it handles your own data. "Don't walk away thinking it can't do anything without at least investigating what its potential is," he says.

Asked what his team would miss most if Boltwise went away, Jesse said the time. They'd be back to looking up every line by hand.

"If we had to go backwards — that's why I don't want to think about it."

See how Boltwise handles your RFQs.

Book a meeting →