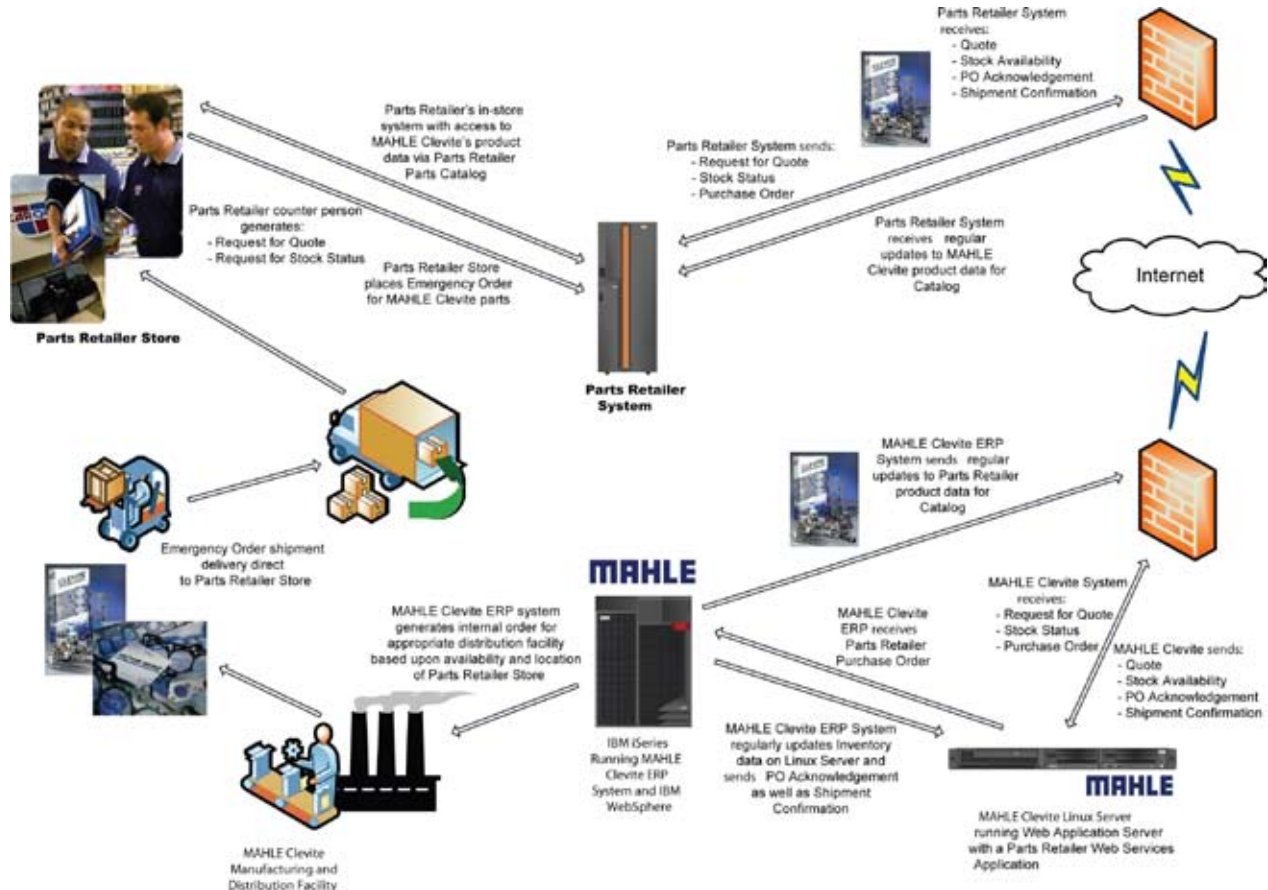# *Internet Parts Ordering Case Study*

MAHLE

Stronger client-vendor business relationship for MAHLE Clevite from Internet Parts Ordering (IPO) implementation and integration

The CARQUEST IPO Integration with MAHLE Clevite is an Internet eBusiness Solution which demonstrates the level of interconnectivity that can be achieved between business partners, utilizing state-of-the-art Internet-based technologies.

The entire integration between CARQUEST and MAHLE Clevite systems is transparent to the CARQUEST in-store personnel. The in-store personnel continue to run the parts counter as normal, inquiring on available parts, requesting a quote, and placing emergency orders into the CARQUEST System. The CARQUEST system interactively queries the MAHLE Clevite system via the Internet and seamlessly delivers the information back to the CARQUEST in-store personnel.

Emergency orders can be placed by CARQUEST with MAHLE Clevite 7 x 24 x 365, without the need for a MAHLE Clevite Customer Service Representative to be involved. This eBusiness solution provides great benefit to both CARQUEST and MAHLE Clevite and provides a stronger business relationship between client and vendor.

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