"Every single thing we do as a business is now tied into Infor ERP VISUAL, and this has significantly improved our efficiency and responsiveness to customers."

—TYLER KEELEY, PRESIDENT, TECHNICON INDUSTRIES, INC.

TECHNICON IMPROVES RESPONSE TIME ON QUOTES WITH INFOR ERP VISUAL

ABOUT THE COMPANY.

Technicon Industries, Inc. is a leading manufacturer of quality laminate and composite material solutions for noise control, vibration damping, and cushioning. The company's major customers are equipment producers for heavy transportation (buses, trucks, and ambulances); construction (excavators, bulldozers, and backhoes); industrial equipment (air compressors and power generation units); boat and other marine applications; and the medical industry. The company sells through value-added fabricators and directly to original equipment manufacturers such as Caterpillar®, Inc., Ingersoll Rand, and Sea Ray®. Standard product categories include sound absorbing materials, sound transmission barrier materials, and sound dampening materials. Technicon's production facility is certified for ISO 9001:2000, the quality standard developed for automotive and truck manufacturing.

SETTING THE STRATEGY.

With an exclusively make-to-order business model, Technicon must respond quickly to fluctuations in customer demand in ways that keep its costs down and maintain the quality of its products.

"What we do is old line manufacturing of products for use in several very highly competitive, cost-conscious industries," explains Tyler Keeley, President, Technicon Industries, Inc. "From an operational standpoint, response time is critical. For example, we may be selling a $5 piece of sound material that goes into a multi-million dollar piece of equipment. In a situation like that, it would be unacceptable for us to hold up the production process."

A long-time user of enterprise resource planning (ERP) solutions, Technicon knew that having an advanced ERP solution was critical to its ability to keep pace with customer demands.

According to Keeley, the company used a major corporate restructuring initiative as an opportunity to upgrade its ERP system to a new solution with a better fit for its long-term strategic priorities. "From the beginning of the process, our priority was to find a piece of integrated software that you didn't know you were running," Keeley explains. "For a company like ours, if you're spending your time dealing with technical issues, you're not running your business."

In addition to being fully integrated and easy to use, the new solution would need to have robust functionality capable of supporting all aspects of Technicon's business.

GETTING BUSINESS SPECIFIC.

Technicon had been aware of the Infor™ ERP VISUAL solution for many years and decided to see if the current version would fit its requirements. "When we evaluated Infor ERP VISUAL, we found that over the years there had been significant enhancements," Keeley says.

"In addition to significantly improving the integration, the developers had tied in the financials and improved the transaction controls, order entry, and several other key capabilities. Once we understood what Infor ERP VISUAL could do for our business, the choice was obvious."

One of the most important capabilities for Technicon was finite capacity scheduling. "We have to reschedule our manufacturing floor several times a day and Infor ERP VISUAL had the functionality to make this process quite simple," he says. Another selling point was the ability of Infor ERP VISUAL to tie Technicon's quoting and estimating systems directly into the core ERP functionality. As a result, the costing for estimating is exactly the same as costing for manufacturing.

Keeley says Infor ERP VISUAL offered Technicon excellent capability for streamlining the process for creating new products. "Much of our business is 'same as except'," he says. "That means that many new products we are asked to create have the same materials and differ only in dimensions. Infor ERP VISUAL could enable us to take an existing product, copy it over to a new part, make one or two changes on the fly, and be ready to go with a new engineering master in only a few minutes."

Since one of the overriding objectives was to make operation of its ERP system less time-consuming, Technicon sought a solution that would include outsourced hardware and ongoing maintenance.

Customer facts

▸ *Company*—Technicon Industries, Inc.

▸ *Solution*—Infor ERP

▸ *Product*—VISUAL

▸ *Industry*—Industrial Machinery and Equipment

▸ *Revenue*—US $11 Million

▸ *Country*—USA

SEEING RESULTS.

Technicon opted to outsource its Infor ERP VISUAL maintenance and management to Visual South, a long-time Infor channel partner with well-developed skills in implementing and supporting the solution. "We needed someone with significant technical expertise in the product. The complementary capabilities of Infor and Visual South gave us the confidence that all our needs would be met," Keeley says.

Infor ERP VISUAL was live at Technicon three months after contract signing. During this time, Keeley says, all 3,000 part masters and 2,500 engineering masters were loaded into the system, as were existing customer orders and other documents. "We had this done by our employees who would be using the system on an ongoing basis," he says. "This gave us a great feel for the software."

Within a week of going live, Technicon was able to implement the advanced scheduling and material requirements planning (MRP) capabilities well ahead of the original schedule.

"The tool is very easy to learn and, in most cases, it was just a matter of hours or a day or two before our employees were functional and effective on Infor ERP VISUAL," Keeley says. "Every single thing we do as a business is now tied into Infor ERP VISUAL, and this has significantly improved our efficiency and responsiveness to customers."

INFOR

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Keeley cites the ease of estimating as an example of how Infor ERP VISUAL capabilities are improving Technicon's business performance. "The solution has made our pricing more consistent and our response times on quotes much faster," he says. "We can usually respond to a request for a quote when the customer is still on the phone."

"The biggest positive is that Infor ERP VISUAL allows us to focus on running our business, not on our software or our back-office operations," Keeley says. "I've been pleasantly surprised by the fact that we can run a $10 million business with zero IT staff."

As proof of the value Infor ERP VISUAL brings to his business, Keeley notes that since the implementation, Technicon has grown by 15 percent and is supporting this higher business volume with fewer production and staff employees.

DOING BUSINESS BETTER.

Although Technicon is currently using almost all capabilities in Infor ERP VISUAL, the company is planning to implement two additional modules—quality and business intelligence. "I'm a real advocate of the product. It's simple and intuitive so you can satisfy your customer," he says. "We don't have to spend any time running around managing our software and that's critical to our business success."

THERE IS A BETTER WAY.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.

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