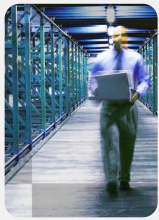




## Epicor Delivers Return on Investment for Competitive Manufacturer



### Success Highlights

#### Challenges and Opportunities

- Rapidly changing customer demands.
- Spiraling costs for ERP system.
- ERP system didn't meet strategic requirements any longer.
- Business was growing and needed a solid ERP system to support that growth.

#### Epicor Solution and Services

- Epicor 9

#### Why Epicor?

- Low cost of ownership
- Flexible, supports agile manufacturing processes
- Rapid speed of installation.
- Ease of use

#### Benefits

- Annual savings due to low total cost of ownership
- Better insight into the true cost of doing business
- Easy to use, which means users were up and running quickly and system has been embedded into the business speedily

#### Company Facts

- Location: Poole, UK
- Industry: Manufacturing
- Number of Locations: UK, US
- Web site: [www.hansatechems.co.uk](http://www.hansatechems.co.uk)



"With Epicor we believe we now have the optimum package to provide what customers want without increasing our overall cost base."

Paul Gill, Managing Director for Hansatech EMS Ltd

Hansatech has been providing manufacturing solutions for electronic products for over 25 years. The team at Hansatech is renowned for their dedication to providing customers with product life cycle support. At Hansatech, they believe that no two customers are the same and the business has to be flexible and able to react instantly to customer demands.

Hansatech has manufacturing facilities in the UK and partners in Eastern Europe and Asia providing the right solution for any business' needs. They also provide a fully outsourced solution if required. Due to changing customer demands within a competitive industry the company needs an enterprise resource planning (ERP) system that can support and help control the business.

Prior to a recent management buyout, Hansatech had invested heavily in a large ERP system that subsequently didn't match their strategic requirements. Paul Gill, managing director for Hansatech, explained, "We were growing our business and looking to recruit more people, and we felt that the costs of our ERP system were escalating. We therefore decided to turn everything on its head by going out to look for a new system that would be more cost effective and support our business better."

#### About Epicor

Epicor is a global leader delivering business software solutions to the manufacturing, distribution, retail, hospitality and services industries. Founded in 1984, Epicor serves 20,000 customers in more than 150 countries, providing solutions in over 30 languages.



### Clear Selection Criteria

Because of the company's past experience with running a large ERP system, they understood what did and did not suit the business and a clear strategic plan with defined overall objectives were created.

These objectives included:

1. Low cost of acquisition and ownership.
2. A flexible system to support agile manufacturing processes.
3. Rapid speed of installation.
4. Ease of use with rapid speed of training users.

### A Third of TCO

Initially Hansatech looked at four different systems, each offering a similar product in terms of inputs and outputs, but selected Epicor 9, the next-generation ERP solution from Epicor, because of its costs, agility, and rapid installation process.

Gill said, "Having reviewed the packages on offer from a number of respected companies, Epicor presented us with the agility required for contract manufacturing without increasing our cost base."

Designed specifically for the EMS market, Epicor's in-built functionality, total cost of ownership and compliance with the latest standards were key selection criteria for Hansatech achieving improved process efficiencies, manufacturing cost visibility and enhanced profitability.

Steve Ching, IT manager for Hansatech, commented, "Epicor was a clear winner. We knew what we wanted, we knew the costs of running an ERP system, and Epicor has proved to be a third of total cost of ownership as opposed to our previous system. It offered tremendous flexibility, and worked the way we wanted it to. We didn't have to look for features, the features were easily found, which saved a huge amount of time and enabled us to install the system rapidly."

### Rapid Installation

Epicor was up and running in only four weeks, an exceptionally short timeframe, ensuring minimal disruption to manufacturing and a faster attainment of a measurable return on investment. Utilising Web 2.0, Epicor 9 allows unprecedented agility and supports continuous performance improvement through document management, non-conformance reporting, real-time tracking and traceability, Microsoft Office compatibility and custom configuration.

"We were delighted with the way the Epicor installation helped us achieve our overall objectives," said Gill. "The project came in on-budget and now provides us with a

substantial saving in cost of ownership every year compared to our previous system."

### Careful Introduction

Hansatech was very careful and deliberate about how they introduced Epicor into the business, and decided early on two key implementation fundamentals:

1. Data transfer.
2. How people use and familiarise themselves with the system.

The data transfer was seen as imperative to the success of the new system and was therefore given plenty of time and resources in order for the data to be exported accurately.

"One of the biggest factors for us was how our employees would feel about implementing a new system so quickly," said Ching. "But we were really surprised about how well they took it up. Because Epicor's user interface is very intuitive, we didn't have to arrange for as much training as we thought. This ease-of-use has also led to the users being able to tailor the system to how they want to work, with them taking over ownership of the system."

### Improved Business Insight

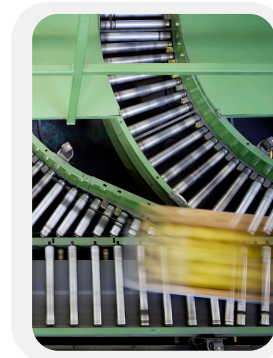
Hansatech now regards Epicor as an integral part of the business and use Epicor 9 as a fully fledged ERP system, managing their accounts, customer data, material requirements, and production scheduling.

Gill commented on the benefits they have received, "We now have a better insight into the true cost of doing business. One of the biggest problems in our industry is to understand which elements in the manufacturing process are profitable, and which ones are not. Epicor delivers this vital insight. With Epicor we get financial visibility throughout the whole process so that we can make quick, considered, decisions to improve profitability. With the step change in management information available we can programme improvements and track changes in real time."

Due to not having the financial insight into all the manufacturing elements in the past, Hansatech had not been able to set measurements against bottom line expectations. However, this has now changed and with the financial information that is now available they expect to be able to understand the accurate costs of moving materials, the detailed costs of various elements throughout the processes, and the effect various business transactions have on the bottom line.

“One of the key reasons we are impressed with Epicor’s offering is that it provides us with an extremely flexible business solution that is, quite frankly, cheap to run compared with other systems,” says Gill. “It’s not a technical solution, it’s a business solution. It contributes to the bottom line instead of crippling you with cost. The technical support is excellent and it’s simple to use. It has already contributed to our bottom line through the savings we’re making and we’re confident that it will help us make further improvements to the profitability of the business. ”

Gill concluded, “With Epicor we believe we now have the optimum package to provide what customers want without increasing our overall cost base. We have improved traceability and control, allowing us to focus on growing our business and enter new markets, rather than focusing on running an ERP system.”



## EPICOR®

### Worldwide Headquarters

18200 Von Karman Avenue,  
Ste. 1000  
Irvine, California 92612 USA  
Toll Free: +1.800.999.1809  
Phone: +1.949.585.4000  
www.epicor.com

### Latin America and Caribbean

Blvd. Antonio L. Rodríguez #1882  
Int. 104  
Monterrey, Nuevo Leon, CP 64650  
Mexico  
Phone: +52.81.1551.7100  
Fax: +52.81.1551.7117

### Europe, Middle East and Africa

No. 1 The Arena  
Downshire Way  
Bracknell, Berkshire RG12 1PU  
United Kingdom  
Phone: +44.1344.468.468  
Fax: +44.1344.468.010

### Asia

238A Thomson Road #23-06  
Novena Square Tower A  
Singapore 307684  
Singapore  
Phone: +65.6333.8121  
Fax: +65.6333.8131

### Australia and New Zealand

Level 34  
101 Miller Street  
North Sydney NSW 2060  
Australia  
Phone: +61.2.9927.6200  
Fax: +61.2.9956.8976