



Customers Seeing ROI

Epicor Manufacturing
Customer Success Stories

EPICOR®




300 MADE IN USA 2-1/2" ASTM A- WHITE



Manufacturing

Epicor provides innovative solutions that enable the manufacturing process, from planning and procurement to costing, scheduling, production, financials, and more. Our solutions go beyond traditional ERP, encompassing customer relationship management, business intelligence and eCommerce. Most important, Epicor manufacturing solutions seamlessly manage complex requirements such as configure-to-order plus repetitive requirements such as make-to-stock, offering versatility that supports a truly mixed-mode manufacturing environment. For mid to large sized organizations with a local, regional, or global presence, Epicor Manufacturing is a powerful solution which delivers greater business agility through a flexible service-oriented architecture (SOA). Epicor Manufacturing is used within thousands of companies around the world. The following pages include just a few of our many success stories.



“We wanted a system that could bring it all together and help us better communicate across functional areas within the enterprise. Epicor was the best fit for our company and the way we operate.”

— Michelle de la Vega
Business Applications Manager
Cold Jet, Inc.

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Howe Corporation



Industry

Refrigeration Equipment

Location

Chicago, IL

Employees

50

Epicor Solution

Epicor Manufacturing

Business Challenge

- Deploying a modern enterprise resource planning (ERP) system to improve business processes and operations
- Streamlining data flow from the shop floor throughout the organization

Solution

Howe chose Epicor for its superior business management architecture, allowing the company to become more efficient across all of its departments and shop floor operations.

Business Benefits

- Scalability
- Better control over inventory
- Streamlined shop floor operations
- Automated routing capabilities
- Improved data management
- Improved product costing

“We chose Epicor because we needed a software system that would scale with the growth of our company.”

— Andrew Ortman
Sales and IT Manager
Howe Corporation

Based in Chicago, Illinois, Howe Corporation is the leading manufacturer for refrigeration and ice machine equipment. Founded in 1912, Howe is a family-owned company that has a reputation for innovative design and quality service. From the company’s first patent for an industry-changing “safety head” discharge valve, to a pioneering design in force-feed lubrication, and a landmark multi-cylinder compressor configuration, Howe has always been committed to improving the status quo in its industry. Howe firmly believes that in order to succeed as an independent company and remain one of the leading manufacturers of refrigeration and ice machine equipment worldwide it takes experience, dedication to quality and a renewed commitment to superior customer service.

To support Howe’s unmatched commitment to quality and service, the company needed a collaborative business architecture and modern manufacturing platform to streamline business processes and better serve customer needs while also staying competitive in its industry. For more than 20 years, Howe has managed business operations with enterprise resource planning (ERP) solutions from Epicor Software Corporation—Manage 2000 and later Epicor Vantage.

Modern ERP initiative

Eager to ride the wave of the future in ERP, Howe made the decision to move to Epicor’s next-generation solution—built on a second-generation service-oriented architecture (SOA) and designed for growing companies in domestic and global markets. Howe went live with Epicor 9 in August 2009 and is utilizing the full suite of Epicor’s enterprise-class solution, dispelling the myth that Epicor’s next-generation ERP solution is too big for small businesses.

“We chose Epicor because we needed a software system that would scale with the growth of our company,” said Andrew Ortman, sales and IT manager for Howe Corporation. “After realizing that there had been a significant lapse in time since our last upgrade with our legacy system, we decided the company needed a fresh start. The choice was easy because of Epicor’s superior business management architecture.”

Howe decided to make the migration to Epicor in order to stay current with newer technology. In particular, they were impressed with Epicor *True SOA*™ functionality. With Epicor, Howe can enhance its bottom line profitability by reducing waste in internal processes. Additionally, Howe is seeing a cost savings with Epicor's embedded Windows platform as compared to its heritage days with UNIX.

Migrating to Epicor's Next-Generation ERP

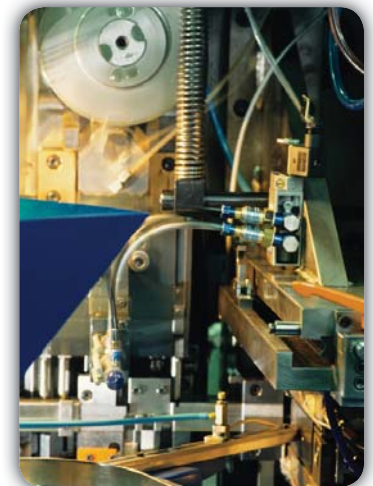
Since the move, Howe has experienced first-hand the benefits of Epicor's end-to-end real-time visibility, allowing the company to become more efficient across all its departments. With Epicor, Howe has seen significant improvements in its shop floor operations. Epicor offers a comprehensive solution for forecasting, material requirements planning (MRP), scheduling, and advanced planning and scheduling (APS) for unparalleled operational visibility.

"We now have better control of our inventory so we know what's needed and what's currently available," explained Ortman. "Epicor moved us away from constrained scheduling methods and towards a robust forecasting and scheduling process that suite both day-to-day and long-range business needs."

Implementing collaboration throughout business processes has been a huge advantage for Howe. For example, Epicor's automated routing feature improved Howe's shop floor transparency. "Now we have total visibility of our products and operations," said Ortman. Before, Howe employees had to log-in and log-out of projects manually using punch cards. Epicor's product data management (PDM) component provides a complete end-to-end solution to manage all aspects of a product's lifecycle.

Epicor also allows Howe to respond faster to customer queries. In the past, Howe had to print a pricing quote, then scan it, and finally e-mail or fax the quote to the customer. Now with Epicor, the company can send estimates directly from the screen in which it was generated. "It saves time and is more efficient," said Ortman.

Howe's 50 employees are trained and successfully using Epicor. After converting to Epicor, Howe achieved its business goals of staying current with newer technology and increasing cost savings. Howe is the proven best choice for refrigeration needs because of its long-standing commitment to customer satisfaction and state-of-the-art equipment. The company anticipates Epicor to be yet another reason for why Howe is kept in the front lines.



IONICS Mass Spectrometry Group, Inc.



Industry

Industrial Equipment

Headquarters

Bolton, Ontario, Canada

Employees

50

Epicor Solution

Epicor Manufacturing

Business Challenge

Implement a new Enterprise Resource Planning (ERP) system with integrated supply chain planning and engineering tools that could support the company's critical new product launch and scale to support future needs.

Solution

Selected Epicor 9 for real-time Material Requirements Planning (MRP) and next-generation ERP functionality delivering in-context business insight and flexibility to meet both current requirements and future needs.

Business Benefits

- Improved inventory management and forecasting to meet customer demand
- Full engineering change control and management, and multiple revision control of products within a single solution
- Long-term end-to-end manufacturing platform that grow with the company, providing the ability to add new capabilities as needed

“We started to see the value and capabilities of Epicor on the shop floor right away. And we see this as just the beginning.”

— Vince Hamilton
Vice President, Operations
IONICS Mass Spectrometry Group

Founded in 2001, IONICS Mass Spectrometry Group manufactures cost-effective, high-value solutions for customers in the mass spectrometry market. Over the years, IONICS has emerged as a leading player in this market and its research has led to world-leading patented developments. Most recently, this includes the small footprint IONICS 3Q Molecular Analyzer, a triple quadrupole mass spectrometer with the highest of standards in performance, ease of use, and serviceability, which the company launched in 2009.

IONICS began researching midmarket ERP/MRP vendors to identify a solution that not only could manage the inventory and provide the necessary support for its upcoming product launch, but one that could grow with them as their business needs continued to evolve. After polling a number of suppliers on their ERP solution, IONICS decided to take a closer look at Epicor. Following an in-depth review with Epicor partner Six S Partners, Inc., a consulting firm focused on operational improvement, with the emphasis upon improved use of business systems technology, IONICS decided to move forward with the selection and deployment of Epicor 9.

New tools to manage company growth

As IONICS was planning to expand its existing product line, the company realized it needed integrated supply chain planning and engineering tools to manage product development and inventory. With thousands of parts per machine, using spreadsheets for engineering revision control and material planning was no longer efficient.

“With no MRP or ERP solution, we relied on manually entering data into spreadsheets,” said Vince Hamilton, vice president of operations for IONICS Mass Spectrometry Group. “Our new 3Q Molecular Analyzer product includes nearly 12,000 parts and we needed a better process to understand our inventory.”

Epicor: a proven solution that can grow with the company

“We had no previous inventory management solution before deploying Epicor,” said Hamilton. “Epicor’s staged implementation process was extremely beneficial for us; we took a ‘crawl, walk and run’ approach, starting off with a cost-effective manufacturing process platform that allows us to add other solutions down the road.”

Epicor is delivered ‘out-of-the-box’ with built-in workflow processes that enable manufacturers to manage the entire order cycle: from Marketing and Sales through Production and Planning, Sourcing and Procurement, Installation and Service, and finally Financial recognition. It also offers a range of supply chain management and distribution capabilities, delivered within a single business platform.

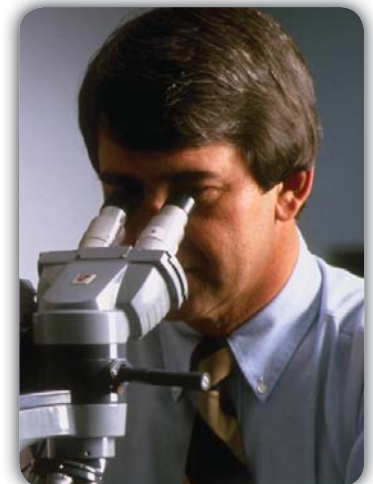
After a four-month implementation period, IONICS went live with Epicor. During the beta testing period, IONICS was able to complete the Epicor training and see the benefits of a proven, formal planning and control tool. It also allowed the company enough time to input their inventory to support the upcoming product launch. The company now has the ability to manage materials consumed, forecast end-product requirements, adjust production as forecasts change, and generate suggested purchase orders to fill anticipated gaps in raw material inventory.

Manage costs, shorten lead times, meet customer demand

IONICS outfitted the Epicor platform with quality assurance, inventory management, purchasing and procurement modules. Epicor provided greater visibility into the status of the inventory to determine what purchases needed to be made and when.

While Hamilton says IONICS plans to extend the use of Epicor by implementing CRM, quotation, sales, finance and accounting modules in the future, he says the company saw benefits right from the start.

“We started to see the value and capabilities of Epicor 9 on the shop floor right away. And we see this as just the beginning.”



Symetrics Industries, LLC



Industry

Aerospace and Defense

Headquarters

Melbourne, FL

Employees

140

Epicor Solution

Epicor Manufacturing

Business Challenge

To deploy a new enterprise resource planning (ERP) manufacturing system to automate and streamline operations and improve data flow throughout the organization.

Solution

A new end-to-end solution providing support for manufacturing processes from proposal to delivery and beyond, including invoicing/collection, HR and payroll.

Business Benefits

- Improved cycle time and quality processes while reducing manual labor
- Increased operational (manufacturing data) visibility and forecasting, improving customer responsiveness
- Upgraded system supports company growth without adding headcount

“Our Epicor 9 system brings together information from all aspects of our business to provide ‘one version of the truth,’ via one set of data.”

— Peter Volkert
Director of Operations
Symetrics Industries, LLC.

As a full-rate production facility providing reliable, high-quality electronic manufacturing services and solutions, Symetrics Industries is an AS9100/ISO 9001-2000 registered company that designs, manufactures and tests aerospace and defense (A&D) systems for both the U.S. government and other governments around the world. Its countermeasure systems recognize incoming rocket threats, such as shoulder-fired Stinger missiles, and direct them safely away. Symetrics’ customers include the U.S. Department of Defense as well as prime contractors in the military and A&D industries that support improved situational awareness through digital communications.

As a member of the A&D manufacturing industry, Symetrics must identify, consider and respond to a new set of challenges every day. Change is a given; responding with the right tools and services to out-manuever competitors is essential. Processes must be easily adaptable to accommodate new designs, materials and manufacturing technologies. Additionally, traceability is a key factor in the industry, which is characterized by strict product quality and safety guidelines.

To improve its competitive position, support future growth, and further the ability to provide aerospace-grade quality assurance and customer-centered service processes, Symetrics sought to upgrade their ERP-based manufacturing system, automating and streamlining operations while improving data flow. In November 2008, Symetrics replaced their existing Epicor solution to become the first customer live on Epicor’s newest platform, Epicor 9.

Epicor 9 combines Web 2.0 concepts with Epicor *True SOA*™, an adaptable and collaborative business architecture that satisfies the needs of any enterprise regardless of country, industry or access device, making “business without barriers” possible.

The solution's end-to-end features provide a dynamic user experience and real-time, in-context business insight. Epicor 9 is delivered 'out-of-the-box' with built-in workflow processes that enable manufacturers to manage the entire order cycle: from marketing and sales through production, planning, sourcing and procurement, to installation, service, and finally financial recognition. It also offers a range of supply chain management and distribution capabilities, delivered within a single business platform. Built on the second generation service-oriented architecture, Epicor Internet Component Environment (ICE) 2.0, Epicor 9 enables continuous performance initiatives, real-time connectivity between supply chain applications and partners, and greater business agility.

Epicor 9: A foundation for operational improvement

Providing a firm foundation for continuous improvement and operational agility, Epicor 9 has helped Symetrics streamline operations, improve cycle time and reduce errors, while improving its on-time delivery record with best-in-class responsiveness, flexibility and dependability. Through the use of Epicor 9, Peter Volkert, director of operations for Symetrics said the company also has improved its operational visibility and forecasting ability. "Every user on the Epicor system –from shop floor to top floor– now has the ability to see exactly where the product is in each stage of production," explained Volkert. "Better information and more consistent information means fewer mistakes and less wasted time, money and material."

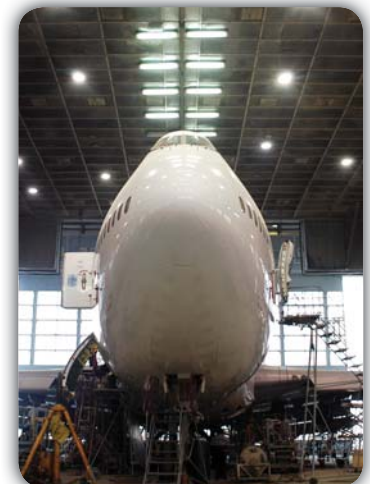
What's more, in terms of on-time delivery, the Epicor 9 system has enabled Symetrics to achieve an enviable near-100 percent track record.

Reducing headcount while maintaining growth

Epicor 9 also has helped Symetrics stay lean and mean by eliminating the need to add headcount. While revenues have risen 67 percent since 2005, in manufacturing, Symetrics has actually reduced headcount. Meanwhile, the company's finance department continues to handle a \$50 million business with only three full-time employees, including the CFO plus one part-time employee.

An award-winning company

Symetrics success has also been validated by a number of recent awards. In November 2008, Symetrics was named Manufacturer of the Year by the State of Florida in the small manufacturer category. Additionally, the local Melbourne-Palm Bay Area Chamber of Commerce honored the company by giving it a "Best Business Award" for the second consecutive year. And the Cocoa Beach Area Chamber of Commerce also awarded Symetrics a "Business of the Year" award for excellence in technical manufacturing. The company anticipates Epicor 9 to be yet another reason for recognition.



Wesgar Inc.



Industry

Fabricated Metals

Headquarters

Port Coquitlam, BC, Canada

Employees

160

Epicor Solution

Epicor Manufacturing

Business Challenge

Deploying a modern manufacturing platform that offered better access to data, improved scheduling capabilities, and fully integrated financials for improved operational performance.

Solution

Epicor 9 next generation enterprise resource planning (ERP) solution that delivers unprecedented business management and supports continuous performance improvement through real-time, in-context business insight.

Business Benefits

- Better data visibility to facilitate decision making and streamlined access and presentation of information relevant to each user
- Improved financials provide access to and visibility of high-level and detailed information for improved financial control and management
- Greater resource efficiency and inventory management, resulting in shorter lead times and more accurate job costing

“Prior to Epicor, our accounting was mostly a manual process. Now it’s all in one place, and we have visibility to all transactions... We’re also now able to quickly see and track our estimated costs versus real costs, for improved financial control and management of the business.”

— Troy Richman
IT Manager
Wesgar Inc.

Based in Port Coquitlam, BC, Wesgar Inc. is one of the largest precision sheet metal manufacturers in Western Canada. The company’s slogan “Artistry in Metal” reflects Wesgar’s innovative approach to manufacturing and its overall mantra. Wesgar prides itself on being the premier provider for companies throughout the United States, Canada and Mexico with precision sheet metal requirements. In business for nearly 45 years, Wesgar designs and manufactures products for a wide variety of industries, including the Electronics, Industrial, Printing, Medical Devices, Test and Measurement, Computer Enclosures and Parts, Power Switching and Management, Telecommunications and Radio Frequency segments.

Wesgar began implementation of Epicor’s Vantage manufacturing solution in 2008, and moved to the next-generation Epicor 9 enterprise resource planning (ERP) solution in June 2009. “We wanted a modern manufacturing platform that offered better access to data for reporting and customization,” said Troy Richman, IT manager at Wesgar. “We also were looking for improved scheduling capabilities, and the ability to leverage fully integrated financials.”

Educating users and going live

Richman says the move to Epicor took less than three months to implement and go live, and the process was pretty smooth throughout. “Everything worked out very well,” he said. Richman says that one of the biggest challenges was getting users comfortable with the system in a relatively short time period. “We definitely took advantage of Epicor’s online educational tools, and the onsite support from Epicor consultants who were at Wesgar for about a week and half.”

Initiative to help customers achieve success

The company maintains a total manufacturing space of 80,000 square feet, and its 5,000 square-foot assembly cell has the capability to perform simple to mid-complex mechanical and electrical assemblies. Richman explains that the company is “viewed internally and externally as a branch plant for each of our customers.” The company’s goal is to ensure its customers become the most cost effective manufacturers in their industry.

To achieve this goal, Wesgar employs state-of-the-art machining, highly skilled personnel and systems, as well as Lean Manufacturing practices combined with Continuous Improvement methods to simultaneously increase the quality, decrease the costs of component parts, and increase velocity to the market. Wesgar looks to Epicor’s fully integrated suite of manufacturing and distribution management solutions to help support such initiatives.

Among the new features of Epicor that Wesgar is leveraging is the solution’s streamlined graphical user interface, which enhances visibility of data, by making it easier to drill down for more detailed information, and “right-click” features which facilitate customized reports. “Users know how to get the data they need; this is very empowering to them and it saves me a lot of time not having to show each user how to find the information they are looking for,” explained Richman.

Integrated scheduling functionality allows Wesgar to schedule more resources more efficiently than ever before. It vastly improves the visibility and access to schedules throughout the plant, and reduces lead times.



PDS Industries



Industry

Aerospace and Defense

Headquarters

Irwin, PA

Employees

110

Epicor Solution

Epicor Manufacturing

Business Challenge

- PDS' custom-made legacy systems were cumbersome and designed to perform only specific groups of tasks
- Manually running the shop floor was laborious, costly and error-prone

Solution

PDS partnered with Epicor as part of a company-wide process improvement and modernization initiative to automate the shop floor and streamline internal business processes.

Business Benefits

- Increased throughput on shop floor
- Shop floor automation eliminates human error, saves time and improves efficiencies in process management
- Automated scheduling provides better lead time accuracy and quicker delivery dates
- Improved front office and back office efficiencies

“Before Epicor we were running our shop floor manually which was laborious, costly and error-prone. Epicor provides automation and real-time visibility, giving us complete business control and transparency that provides greater responsiveness, accuracy and performance.”

— Paul Castellano
Project Manager
PDS Industries

Located in Irwin, Pennsylvania, Precision Defense Services (PDS) is a leading manufacturer of high quality precision machined parts for both the military and commercial marketplaces. A Flight Safety Certified Supplier and AS9100:2004 rev. B certified, PDS consists of highly skilled and dedicated journeyman machinists and toolmakers, as well as a management team committed to the continual improvement to every aspect of its business. Building on the talent and knowledge of its experienced staff, PDS is continually extending its capabilities by acquiring new technologies and equipment to maintain the company's industry leadership.

In order to stay positioned for continuous growth, PDS implemented an enterprise resource planning (ERP) solution from Epicor Software Corporation designed for manufacturers serving the aerospace and defense industries. With Epicor, the company gained a powerful end-to-end, value-chain solution to manage key infrastructure and support its unique manufacturing and business needs. Epicor is taking PDS' business to the next level by replacing cumbersome manual processes and consolidating multiple legacy systems with a fully-integrated single-source ERP solution.

The impact of Epicor was immediately felt throughout the enterprise, improving efficiencies on the shop floor as well as the back office. Paul Castellano, project manager for PDS, explained how the company's custom-made legacy systems were cumbersome and designed to perform only specific groups of tasks. It was time for PDS to update its methodology for running its business and become more current with technology. PDS' partnership with Epicor is part of a company-wide process improvement initiative to adopt new technologies and best business practices to help PDS save money and improve the

overall management of the company. The flexibility of Epicor allows PDS to be more nimble and proactive to keep them competitive in today's changing market conditions.

PDS has been producing the highest quality precision machined parts for more than 60 years, providing service and components to many of the top aerospace and defense companies like Boeing and Bell Helicopter. Epicor is helping PDS comply with the strict regulations and standards inherent to the aerospace and defense industry, allowing PDS to be more efficient at what they do best. PDS' modern facility consists of over 70,000 square-feet of space for their state-of-the-art manufacturing and quality assurance equipment as well as administration. One of the biggest opportunities for PDS is utilizing Epicor to automate its shop floor operations. "Before Epicor we were running our shop floor manually which was laborious, costly and error-prone," said Castellano. "Epicor provides automation and real-time visibility, giving us complete business control and transparency that provides greater responsiveness, accuracy and performance."

Performance optimization was critical to the overall success of PDS' process improvement initiative. PDS deployed eight manufacturing execution stations, which led to an increase in throughput on the shop floor, helping to eliminate human errors, save staff time and improve quality management. Automated scheduling also led to better lead time and forecast accuracies, as well as quicker delivery dates, helping PDS to better compete in the aerospace and defense industry by improving their customer satisfaction and response time. With Epicor, PDS is becoming a better partner to its customers by improving their internal efficiencies which in turn create cost advantages to their customers.

Lending to its ease-of-use and service-oriented architecture (SOA), Epicor brings people, processes and applications closer together—increasing efficiency and collaboration. Following implementation, PDS immediately identified a sense of corporate synergy. Epicor benefits every department within the company, improving collaboration and increasing productivity by tightly integrating its shop floor workers with the rest of the enterprise.

Improving capabilities in the areas of quality, productivity, cost and delivery is at the core of PDS' corporate initiative. PDS wants their customers to know that the company is continually making process improvements so they can provide the highest-level of support to meet their customer's most demanding project requirements. PDS' vision for its process improvement initiative is to enhance the overall image of the company and to let customers know that PDS is utilizing the best in technology

to provide world-class products and services, creating a more valuable and competitive organization that will ultimately benefit its customers by cutting costs, and delivering new products and services with greater speed and accuracy.

PDS conducted an extensive selection process in its search for, and implementation of, a fully-integrated, single-source ERP solution. Working closely with Epicor authorized partner Alogic-US, the implementation was primarily handled by two team members on site; Epicor Service Connect workflows ensured smooth transition of data, enabling PDS to achieve final cut-over to the new system over a weekend. "Our implementation team was engaged throughout the entire selection process so there was no hand-off. It was their proven knowledge and support that made us extremely confident in our choice to implement Epicor."

As the company continues to position itself for future growth, PDS is in the process of testing the newest release of Epicor's next-generation ERP solution. PDS looks forward to the significant enhancements made across Epicor's newest solution, including improvements made to the costing workbench and project-based organization tools, as well as its new financial management suite. PDS plans to upgrade to Epicor's latest ERP offering later this year.



Energizer Holdings



Industry

Consumer Goods Manufacturing

Headquarters

St. Louis, MO

Epicor Solution

Epicor Manufacturing

Business Challenge

Energizer wanted an enterprise resource planning (ERP) system that was inexpensive to deploy, localized for its various global markets, and easy for employees to use.

Solution

Energizer implemented an ERP solution from Epicor, a Microsoft® Gold Certified Partner. The solution tightly integrates with Microsoft programs including Microsoft SQL Server® and Microsoft Office Professional 2007.

Business Benefits

- Less than half the deployment cost of a typical ERP system
- Localization out of the box
- Expanded audience for information
- Productive ongoing relationship
- Better decisions

“Because of the close alignment of the Epicor solution with Microsoft products, we have extended the use of information in the Epicor solution to a wide audience in our organization.”

— Randy Benz
Chief Information Officer
Energizer Holdings

Energizer Holdings, Inc., is one of the world’s largest makers of consumer batteries and flashlights. Its products, sold under the Energizer and Eveready brands, include batteries for everyday use as well as high-tech, specialized, and hearing-aid batteries. The company’s other branded products include Wilkinson Sword wet-shave products, Playtex feminine care products, and Banana Boat and Hawaiian Tropic sun care products. Headquartered in St. Louis, Missouri, Energizer operates 23 manufacturing and packaging facilities through subsidiaries in 14 countries on five continents. Its 2008 revenues were U.S. \$4.3 billion.

“Our products are sold in more than 160 countries,” says Randy Benz, Chief Information Officer at Energizer. “We have high-volume markets in Western Europe and North America that are dominated by sophisticated modern retailers that buy truckloads of products at a time. We also have markets in emerging economies, where we deliver a few consumer units at a time on a route system to very small kiosk retailers.”

Thus, Energizer revenues at the individual country level vary from single-digit millions to more than a billion. Planning for such a variable environment requires a sophisticated approach to enterprise resource planning (ERP). Benz says, “We learned the hard way that you can’t serve this diverse business with a ‘one size fits all’ ERP strategy.”

To address these issues, beginning in the late 1990s, Energizer sought to implement a two-tiered ERP strategy, running SAP at its headquarters but also using a standardized tier II solution at the various smaller global locations.

Energizer had three primary goals in this effort. The first was localization. Benz explains, “Although it is arguable that core business processes are very similar across the globe, there are many nuances in statutory requirements, tax rules, and business customs across

markets. We wanted a product that already allowed for the majority of these local practices.”

The second goal was that the solution be easy to install and configure. “We wanted to avoid the typical ERP implementation, where you spend ten times as much on integration as you do on purchasing the software itself,” Benz says.

The third goal was that the solution be user-friendly. “We wanted a solution that was intuitive, so it would be easy for our users to learn and make the most of,” says Benz. “We couldn’t afford to have a high level of support on the ground across all of our markets.”

In the mid-1990s, Energizer was positioning some start-up businesses in Eastern Europe. For an ERP system there, it turned to Epicor which provides ERP systems to more than 20,000 global customers in more than 160 countries and has focused on making its solution work effectively in each of these local markets.

The Epicor solution functioned well in its first Energizer installments in Eastern Europe. Energizer then used the Epicor solution as an integral part of its ERP strategy, gradually replacing outdated systems worldwide. In many cases, Energizer used the services of Epicor consultants or partners in far-flung markets. “We used them extensively under different circumstances,” says Benz. “They’ve done a nice job of working with our core team to transfer the knowledge that we need in order to have a stand-alone solution in most cases.”

Today the Epicor solution supports Energizer operations in 28 countries in Asia, Eastern Europe, and Latin America.

By selecting the Epicor solution, Energizer gained a low-cost localized ERP that is easy to use. Microsoft integration expands the audience for ERP data. In a productive ongoing relationship with Epicor, Energizer has been able to use the ERP solution to make better business decisions.

Less than half the deployment cost of a typical ERP system

The initial benefit that Energizer realized was a low cost of deployment for the Epicor ERP solution. “We found that the all-in cost of deploying the Epicor solution was somewhere in the range of one-third to one-half the cost of a typical ‘big iron’ ERP,” says Benz. Noting that many of these early deployments came in the 1990s, he adds, “That saved us millions during the Y2K period alone.”

In the years since then, as Energizer has expanded its use of the Epicor solution, the solution has also added features. Benz says, “With the solution’s new features, we can deploy more sophisticated practices in many of our stand-alone markets. So I think it is arguable that that ratio has remained intact. Quite simply, the Epicor solution has proven to be a great path to value.”

Localization out of the box

The Epicor solution is localized for use around the globe with little input required. Out of the box, the solution works in more than 30 languages and is set up with country-specific regulations and controls. It handles local legal, fiscal, and statutory requirements with no extra configuration required.

“Our biggest concern was getting a product that could adjust to our many diverse markets,” Benz says. “The Epicor solution has exceeded our expectations in that regard.”

Expanded audience for information

“We chose the Epicor solution because of its localization, ease of deployment, and ease of use,” says Benz, who notes that his colleagues have adapted quickly to the solution. “It’s logically organized and has a simple, intuitive interface that closely parallels the structure of many Microsoft tools that people use every day in their jobs.” Employees find the solution easy to use, and the IT department finds it easy to support.

Productive ongoing relationship

“Over time,” says Benz, “in many of the markets that we serve, our business has grown and our business practices have become far more sophisticated using the Epicor solution.” Thus the company’s ERP needs have evolved. Benz says, “We’ve worked closely with the Epicor product team to help them understand our needs and to help them evolve their solution to give it enhanced features that Epicor can then market to a range of customers.”

For example, Benz cites advanced supply planning capabilities that Energizer is using in some key Asian markets. “We’ve worked with Epicor to design and deploy these capabilities, which we believe will benefit many Epicor customers,” Benz says.

Better decisions

At Energizer, initial attention to the Epicor ERP solution was focused on transactional processes. However, once the company reached a level of standardization in the transactional area, Benz says, “We turned our attention to making better decisions based on the information stored in the system.”

Hansatech EMS Ltd



Industry

Manufacturing

Headquarters

Poole, UK

Epicor Solution

Epicor Manufacturing

Business Challenge

- 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

Solution

Epicor is a fully fledged ERP system, helping Hansatech achieve improved process efficiencies, manufacturing cost visibility, enhanced profitability, and more.

Business 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

“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
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.”

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. Utilizing 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 familiarize 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 program 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."

Bley LLC



Industry

Fabricated Metals

Headquarters

Elk Grove, IL

Employees

40

Epicor Solution

Epicor Manufacturing

Business Challenge

Leverage an end-to-end manufacturing platform to support improved productivity and business performance, with the requisite extensibility and scalability to meet evolving requirements.

Solution

Epicor Manufacturing, a platform that supports the full range of transactions and manufacturing operations, while providing the customization capabilities and ability to extend the value of the ERP system for collaboration and competitive advantage.

Business Benefits

- Improved productivity and efficiency and eliminated redundancy via the automation and streamlining of processes
- Enhanced operational visibility across the organization, as well as to Bley partners, suppliers, and customers
- Integrated advanced quality management for continuous improvement and quality control

“We have introduced cutting edge technology in an old manufacturing environment that allows us to get to where we want to go—driving the business forward and creating competitive advantage. Thanks to Epicor Manufacturing, we have been able to decrease our downtime, streamline processes and eliminate duplication of activity.”

— Krishna Rajagopal
Manager, Bley LLC

What does it take to fabricate a 30,000-pound component to the most exacting standards? The folks at Bley LLC, an international organization providing state-of-the-art technology in contract machining, CNC machining, machine building, engineering and design, can tell you; as well as what’s required to fabricate parts that weigh only a few ounces. Whether creating parts large or small, single components or complete systems, Bley is committed to delivering products that meet the most discriminating requirements.

Bley’s forging of old-world craftsmanship, state-of-the-art technology and service attuned to meet each customer’s individual needs offers a compelling value proposition for its diverse customer base, which comprise of companies in the aerospace, transportation, mining and wind energy industries. To support the company’s philosophy “engineering the future through innovation,” Bley relies on Epicor Manufacturing to help manage the company’s critical infrastructure.

“We have introduced cutting edge technology in an old manufacturing environment that allows us to get to where we want go—driving the business forward and creating a competitive advantage,” said Krishna Rajagopal, manager with Bley LLC.

New to the company, when Krishna arrived on the scene at Bley, he was pleasantly surprised with the business software system that was already in place. Today, Krishna has been extremely instrumental in maximizing the strong capabilities of Epicor Manufacturing.

“I inherited the system but without a blink of an eye, it is a product I would buy today,” he said. “When I first came on board I was impressed with the Epicor Manufacturing system that was in place, but quickly realized we were probably using only five percent of its total capabilities.”

Today, Bley is a power user of the system. The company utilizes everything from CRM and payroll to the financial management modules. The system is used by all departments across the company—accounting to production management and engineering, quality and materials management.

“We are a small company, so improving productivity and transaction throughput is essential. Thanks to Epicor Manufacturing, we have been able to decrease our downtime, streamline processes and eliminate duplication of activity; everything is done online in Epicor Manufacturing,” said Krishna.

In addition, Bley leverages the Epicor Advanced Quality (EAQ) module, powered by IQS. Krishna explained, “Throughout our company, continuous improvement is stressed and all processes are designed, reviewed, verified and controlled to meet and exceed quality expectations. Close tolerances and tight schedules demand stringent quality controls.” EAQ enables Bley to perform nonconformance and corrective action (CAPA) management, document control, FMEA and control plan development, as well as the tools for improved supplier collaboration, more effective product launch management and streamlined quality data collection to facilitate compliance and regulatory audits.

Krishna has been especially impressed with the extensibility of the software. “It is scalable and customizable and that is important to us. Epicor Manufacturing is a very sophisticated product because you are able to do customization at levels that most other software packages do not allow you to do, which is exceptionally unique,” said Krishna. “This gives us the ability to see things and analyze data the way we want and modify fields. For example, I can set field level security so that 10 people can view a field or just one person.”

Integration with Third Party Applications

Bley also leverages Epicor’s Service Connect business integration platform for seamless integration to third party applications. Epicor Service Connect provides secure workflow orchestrations within Epicor service software applications and between Epicor and non-Epicor applications. With it, the company can automate tasks and streamline processes to promote efficiency across its supply and demand chains, and extend visibility from the ERP system to the entire organization and to its partners, suppliers, and customers.

“I am currently working on an offering where, via an extranet, our customers can enter their product number and get a real-time status of that part on the shop floor, which is enabled through polling the Epicor system,” added Krishna.

As far as future plans are concerned, Krishna says Bley will probably move to Epicor’s next-generation ERP solution in a couple years from now. “Until then, we are trying to use Epicor Manufacturing to its fullest potential,” said Krishna.



Symmetry Medical

Industry

Medical

Headquarters

Warsaw, IN

Employees

2,600

Epicor solution

Epicor Manufacturing

Business Challenge

Connecting twenty global locations spanning the United States, Europe and Asia, each with unique business operations, demands and localization requirements.

Solution

An extensive yet flexible Enterprise Resource Planning (ERP) solution built on the latest technology, linking multiple sites, countries, operations, processes and data in real time .

Business Benefits

- Moved from running independent, stand alone manufacturing units toward multiple, interconnected units
- Advanced Planning and Scheduling capabilities provide greater insight into material requirements planning (MRP)
- Avoided organizational gaps by leveraging a real-time, multisite, multi-country solution

“Our instrument division is 40% of our business, with an average lot size of 34 units, so it is a very complex manufacturing scheduling environment... we really look to Epicor to help us with advanced scheduling.”

— Fred Hite
Chief Financial Officer
Symmetry Medical

There are few industries as vital as the healthcare field. In both established and emerging markets around the globe, a seemingly endless array of challenges confronts medical providers. For these companies, globalization requires responding not only to patient’s needs, but governmental and business needs as well. From international currency exchanges, to differing, local demands on finance, security and compliance, the industry demands flexibility. Symmetry Medical, a leading provider of implants, instruments and cases for orthopedic device manufacturers understands the pressures facing a global midmarket medical device company.

Based in Warsaw, IN, Symmetry Medical began in 1976 as a surgical instrument provider. In June 2003, the company began its current approach to business—offering Total Solutions®—a complete professional services package for medical device manufacturers. Symmetry also designs, develops and produces products for companies in the arthroscopy, dental, laparoscopy, osteobiologic and endoscopy markets, and provides specialized products and services to the aerospace market. Dealing directly with original equipment manufacturers (OEM’s), Symmetry provides services that encompass the entire product lifecycle, from design to engineering, prototyping, manufacturing and delivery.

In recent years, Symmetry’s global presence has expanded to include 20 total locations across the United States, Europe and Asia, with over 700,000 combined square feet of manufacturing space. To provide the localization, flexibility, visibility, and access to information needed to leverage their resources, Symmetry has consistently invested in capable ERP solutions from Epicor.

Consistent growth, consistent support

Symmetry Medical has experienced rapid growth since their 2004 IPO. “We have done six acquisitions in the past two years,” explained Fred Hite, chief financial officer at Symmetry. “Of the six, three already had Epicor installed, two had just implemented Epicor, and the other installed it at our request prior to the acquisition.”

Symmetry’s relationship with Epicor has extended over a decade, as Symmetry has consistently upgraded their Epicor Manufacturing solution throughout substantial change in various markets.

“We are in the middle of an upgrade right now at our Auburn, ME facility. Our PolyVac division in Manchester, NH just completed one approximately three months ago. We also finished a complete implementation in early 2008 in New Bedford, MA.” said Hite. “I had honestly never seen an ERP system implemented without a hiccup before. The upgrade at PolyVac went flawlessly—without being affected by system issues.”

Symmetry’s latest upgrade leverages Epicor *True SOA™*, an adaptable service-oriented architecture which exposes business logic as Web services that allow users to build their own business rules, better manage business processes and access the system anywhere, anytime, and any way they want. In addition, the upgrade provides increased capabilities for global manufacturers. “Our two primary reasons for upgrading were advanced planning and scheduling and multisite accessibility,” Hite explained.

Globalization, localization ‘a huge differentiator’

Given Symmetry’s multiple international offices, localization was a serious focus in selecting an ERP solution. “We went through an extensive ERP selection process for our Cheltenham, UK facility. After going back and forth between Epicor and a competitor, Epicor’s global presence and support in that region became a focal point,” Hite said. “Epicor’s ability to support our operations and integrate international sites was a huge differentiator.”

Advanced planning and scheduling

Symmetry’s ability to schedule and execute manufacturing operations is a key concern in their ongoing ERP assessment. “Our instrument division is 40% of our business, with an average lot size of 34 units, so it is a very complex manufacturing scheduling environment,” said Hite. “We used to run each unit as a stand-alone system. Moving forward, we want to better leverage multiple units, Epicor gives us the flexibility and access to information to do that.”

Epicor’s planning and scheduling module provides a comprehensive set of tools to multisite manufacturers. Forecasting, master production scheduling (MPS), material requirements planning (MRP), project management, multi-site management and an advanced planning and scheduling tool provide complete resource optimization. “We really look to Epicor to help us with advanced scheduling,” Hite concludes.



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