



At a Glance

Texecom

Industry

Security/Intruder Products

Headquarters

Haslingden, Lancs, UK

Employees

280 Employees

Solution

Epicor Manufacturing

Business Challenge

To integrate a global business across three manufacturing sites providing enterprise wide visibility and efficiency savings

Solution

Epicor Manufacturing

Business Benefits

- Over \$3 million in cash savings through stock reductions alone
- Visibility improved from zero to one hundred per cent
- Much improved Supplier Relationship Management
- Sales Analysis reduced from three days to three hours

Established in 1986, Texecom is an award-winning manufacturer of intruder products, including a full range of motion detectors, control panels, perimeter protection devices, detectors and external sounders. Serving a worldwide market with its diverse product range, the company manufactures on a large scale across three sites handling in excess of 1,000-1,500 orders per month, each of which is designed to the appropriate regulatory and legislative requirements of the destined country of use.

Andy Bowden is Head of IT with Texecom. "Our three main manufacturing processes are plastics moulding, printing circuit board assembly and final product assembly, but there is a great deal of complexity involved. For example, at the PCB stage, we design and build all our PCB's in-house from scratch which requires ensuring components are available for each PCB and having these accurately scheduled through six multipurpose lines, all of which need to be configured on a product by product basis. These in turn have to be synchronised with the other sites' manufacturing operations to ensure all the parts arrive at final assembly at the same time."

Unsurprisingly one of the key requirements for operating efficiently and effectively is coordinated planning and scheduling combined with real-time visibility of what is happening at every level of the business. Working hand-in-hand with this is the requirement to integrate Supplier Relationship Management (SRM) across the entire business, dealing with suppliers across the globe, hugely diverse lead times, and varying reliability factors.

Prior to investing in the Epicor solution, Texecom had relied on running Pegasus Opera at each individual site with International Sales running its own sales order system. These were all supplemented with a complex arrangement of bespoke spreadsheets, databases, proprietary systems and manual workarounds. The impact on the company was typical of any non-integrated approach: most notably a lack of visibility of information across the entire company and in any depth, at any area.

Following Texecom's acquisition by the Halma Group in November 2005, a year-long project began to build a firm IT foundation on which to support a new ERP system. Epicor's approach, which included use of the industry standard, a rock solid SQL back-end and Crystal Reports, impressed Texecom and meant Epicor was the system of choice after thorough evaluation, involving twelve stakeholders from each business area, on the basis of flexibility and versatility.

Implementation commenced in May 2007 where key users were identified and trained accordingly over a two-three month period. Alongside this concentrated training ran an in-depth business process analysis project which compared how processes currently ran with Pegasus and how ideally they ought to run.

The hard work and commitment paid off with Texecom going live in only four months – this was five months ahead of the vendor’s projected implementation time and 10% under budget. It has already delivered a range of benefits, the first falling into what Bowden describes as the “we couldn’t do it before and now we can” category. For example Texecom went from zero visibility to complete visibility of what was happening throughout the company. It could now see accurately and in real-time the position of any order on the system and its physical progress through site. Other examples include it now being possible to see stock and labour costs per product, which means that the company can now immediately see the true cost of each order and therefore the profit of an order.

The second category comprises quantifiable benefits. “We quickly saw that one site used purely for warehousing was actually no longer required, resulting in a stock reduction of nearly \$1 million. Stock reduction at our moulding plant was nearly \$500,000 while the stock was reduced at our assembly plant by around \$1.5 million. This freed up over \$3 million of cash, and made a dramatic improvement in our working capital position and return on investment results.” These quantifiable benefits are spread throughout the company which demonstrates the value of a truly integrated ERP system. Further examples show production scheduling has been reduced from eight people attending a half day meeting every month, to two people taking two hours. Sales analysis from Finance now takes three hours as opposed to three days while the number of data input points has been reduced from four to one.

The final category of benefits achieved, are those that are perceived but not quantifiable. Examples include much greater supplier relationship management in terms of negotiating purchase price and managing the flow of incoming stock. The company is also able to undertake up-to-date exchange rate processing when dealing with non-UK customers as opposed to highly aggregated rates with the old system. This massively helps with compiling monthly management accounts both accurately and on time.

Future plans include a move to task based engineering management using Epicor to help streamline and automate workflow. Other considerations include EDI transactions with suppliers, Shop Floor Data Capture (SFDC) via hand held terminals and the use of Epicor’s Information Worker Portal to deliver true Customer Relationship Management (CRM) functionality to remote workers across the globe.

“The company has achieved tremendous changes in the past two years resulting from changes in the way the business as a whole is run and the changes in the manufacturing IT that facilitate this. The Epicor solution has been at the very heart of this and stands us in great shape for the future.”

Andy Bowden, IT Director
Texecom

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.



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