



IONICS Mass Spectrometry Group, Inc.

Managing Costs, Shortening Lead Times and Meeting Customer Demand with Epicor

Company Facts

- Location: Bolton, Ontario, Canada
- Industry: Industrial Equipment
- Number of Location: 50
- Web site: www.ionics.ca

“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 Presiden, 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.

Success Highlights

Challenges and Opportunities

- 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

Epicor Solution and Services

- 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

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

“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.

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About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



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