



ERIKS Seals and Plastics Inc.

Company Facts

- Location: Fort Worth, Texas
- Industry: Industrial Services
- Number of Employees: 150
- Web site: www.eriksusa.com



“The Epicor AutoOrder solution is reliable and works well.”

Eric Cuellar, Manager, Administrative Logistics | ERIKS Seals and Plastics

Headquartered in Fort Worth, Texas, ERIKS Seals and Plastics Inc. is an international industrial service provider offering a wide range of high-quality mechanical engineering components and associated technical and logistics services, primarily related to elastomer and engineered plastic components used in critical applications and environments. The company has been using the Epicor Prelude enterprise resource planning (ERP) system since 2001.

ERIKS made a conscious choice in 2011 to use IT automation to improve productivity across the enterprise, implementing Epicor AutoOrder to streamline its ordering processes. The overall goal was to automate order entry for ERIKS customer service representatives (CSRs), so they could spend their time serving customers instead of entering data. Explains Eric Cuellar, Manager, Administrative Logistics, “We wanted a solution that would leverage our existing team and workflow, but would not disrupt our customers’ current processes.”

Epicor AutoOrder captures and automatically transforms any computer-generated purchase order (PO) into an electronic sales order, solving the problem of dual entry (i.e., an order manually entered in one system that is subsequently re-keyed in another system). The Epicor AutoOrder solution is complementary to Electronic Data Interchange (EDI) and self-serve Web order entry (WOE), helping distributors to better serve their customers.

Success Highlights

Challenge

- Use IT automation to improve productivity across the enterprise, specifically in the area of order entry

Benefits

- Improvements in productivity and speed of order processing
- Freed up the CSRs for more in-depth customer service
- No disruption to customers’ existing order processes

Epicor AutoOrder allows distributors to seamlessly convert orders that are currently e-mailed or faxed by customers into electronic orders that are processed automatically by Epicor Prelude, Prophet 21, or Eclipse systems. It does not require process changes, specialized IT infrastructure, expertise, or support on the part of the distributor or the customer. And because AutoOrder does not rely on Optical Character Recognition (OCR) technology for capturing order data, users are able to have the same confidence in their order accuracy as with EDI or WOE ordering systems.

Prior to implementing Epicor AutoOrder, ERIKS' typical methods for entering orders included some EDI (amounting to less than 10 percent of orders processed), and mostly manual order entry (90-95 percent of customer orders). The latter used up valuable employee time and introduced the opportunity for keying errors.

With AutoOrder in place, ERIKS quickly saw improvements in productivity and speed of order processing. The company has completed beta testing with an initial group of 10 customers, and will begin migrating additional customers to AutoOrder to increase the number on some sort of electronic order entry. In addition to reduced order cycle time, ERIKS also achieved its desired result of freeing up the CSRs for more in-depth customer service.

According to Cuellar, ERIKS is happy with Epicor AutoOrder and would recommend it to others. "We could see AutoOrder was very good and responsive during setup, testing, and the move to production. The solution is reliable and works well," he concludes.

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and services industries. With 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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