



## Tieman Industries



### Company Facts

- Location: Keon Park, Victoria, Australia
- Industry: Manufacturing
- Number of Stores: 65 service technicians based in Australia
- Web site: [www.tieman.com.au](http://www.tieman.com.au)

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Marcel Wynn, General Manager | Tieman Industries

Founded in 1953, Tieman Industries is a family owned business that began in the backyard of the founder’s home, building tanks and vats for the dairy industry. Today, Tieman design and manufacture liquid road tankers (stainless steel, mild steel and aluminum), loading dock products, freight and scissor hoists, tail lifts and vehicle disability access equipment. These specialised product groups are used within many broad industry segments throughout the market. Tieman support their products with a professional mobile service team of over 65 company employed service technicians around Australia.

### Selected and Implementing Epicor ERP

Tieman undertook a rigorous selection process reviewing solutions from many vendors including SAP, Oracle and Epicor. Tieman’s requirements covered their entire operation, especially Engineer-to-Order (ETO) manufacturing, Make-to-Stock (MTS) and after-sales service, including in-house and mobile service units.

“The implementation started in our largest division first which is the tanker business. This required considerable thinking around our business processes and methodology. Additional time spent in this area has enabled us to identify efficiency opportunities between engineering and manufacturing,” said Marcel Wynn, General Manager, Tieman.

“The advantages the Epicor ERP provide are the solid foundation in the business to explore other initiatives we could not contemplate previously. Areas such as Product Lifecycle Management (PLM) to manage engineering changes are realistic areas for us to focus on in the near future,” continued Wynn.

### Success Highlights

#### Challenges

- Lack of integration across the company
- Limited visibility over the production line

#### Solution

- Epicor ERP

#### Benefits

- Visibility on the production line
- Greater control of cash flow
- Access to all jobs in live time
- Better management of demands and resources
- Integration of core manufacturing, engineering and business services

#### Why Epicor?

- The Epicor ERP system has proven benefits across the manufacturing industry

## What are the benefits Tieman has achieved with Epicor ERP?

The Epicor ERP system integrates all areas from finance to production, engineering, to distribution and warehousing to production planning and scheduling, purchasing, milestone tracking and billing. "Epicor ERP provides us with complete visibility to the point where we know exactly where a job is up to in the production linesystem at any stage. The benefit this gives us is enormous. We have greater control of our cash flow, our demand and our resources. The ERP system gives us the ability to drill down from any screen through to the originating transactions. We will be able to track and trace jobs by serial number through to the originating transactions once fully implemented. It is very flexible and very powerful," Wynn said.

## Managing and Tracking Field Support/Services

Tieman provide a range of value added support options to their customers including after-sales service.

"We have a combination of planned/scheduled service at our customer's premises and on-site at our branches and 24/7 nationwide breakdown support. Managing this to increase our efficiency in delivery and cost/time tracking and billing is a key future objective," said Wynn.

The application is set up for a single interface, so a dispatcher can track all stages of each service call with just a few mouse clicks. Field Service will allow Tieman to solve key operational problems including return-to-base travel.

## Exceeding Expectation

"The system delivered everything we asked of it and more! In terms of costs we are under what we budgeted." said Wynn.

## The Future

Epicor ERP provides Tieman Industries with greater visibility throughout the entire supply chain including marketing and sales, production and planning, sourcing and procurement, installation and service, and financial recognition.

In an increasingly competitive environment, Epicor ERP will enable Tieman to easily manage the impact of constantly changing customer requirements. "We are working in strategic partnership with Epicor on our future rollout plans including PLM and Mobility to our service group," said Wynn.

## 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](http://www.epicor.com).



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