



Epicor Success Story

ChemArt Company

Etching a template for future growth with Epicor ERP

Company Facts

- ▶ Location: Lincoln, Rhode Island
- ▶ Industry: Custom Decorative Product Manufacturer
- ▶ Web site: www.chemart.com

Success Highlights

Challenge

- ▶ Drive organizational growth with an ERP system that would help the company's custom design and manufacturing divisions coordinate project details from order entry through final shipment with all other departments

Solution

- ▶ Epicor® ERP

Benefits

- ▶ Place real-time information ranging from labor and graphic design to job status reports and milestone alerts at the fingertips of production teams, reducing production review process by 50%
- ▶ Reduced engineering processing time by 20% by using the Epicor Product Configurator module
- ▶ Make better strategic decisions by supplying company-wide details on everything from quarter-by-quarter comparisons to purchase histories
- ▶ Flow website orders directly through Epicor—eliminating the need for manual data entry or the creation of new customer data files
- ▶ Ability to link receipts to payable invoices has streamlined the PO-to-payment process by reducing data input during invoice entry, allowing month-end process to close approximately 25% sooner



The ChemArt Company specializes in commemorating any occasion and turning “visions into lasting keepsakes” through the use of a photographic film process developed by the company’s owner nearly 50 years ago. An industry leader in decorative photo chemical etching, ChemArt cuts intricate designs onto thin sheets of brass to create custom products ranging from bookmarks to metal invitations and collectibles.

As the proud manufacturer of products made 100 percent in the United States, the company retains full control of all design, tooling, plating, assembly, and distribution processes housed at its Lincoln, Rhode Island headquarters. Having perfected the making of ornaments with an uncompromised attention to detail, its solid brass ornaments are produced for civic groups, government agencies, colleges, and leading retailers. In fact, ChemArt has been the sole producer of the official White House Christmas ornament since 1981.

Advancing technical precision with Epicor ERP

“Much of our bulk business surrounds the design and manufacture of custom decorative ornaments primarily used for fundraising or celebrating some form of event,” said Susan Boynes, information systems manager, ChemArt. “The key to everything we do is technical precision. We strongly believe we are the masters of this art form with every effort showcasing perfection.”



With the goal of continually expanding well into the future, ChemArt searched for a system that would help the company's custom design and manufacturing divisions coordinate project details from order entry through final shipment with all other divisions. After a careful evaluation, ChemArt selected the Epicor ERP solution "because it was so well geared toward the manufacturing environment" and "ideally suited for taking us into the future."

Feature-rich information capabilities

"Epicor ERP is filled with feature-rich tools that allowed us to really pinpoint and customize details down to the granular level so we could meet the specific informational needs of our organization and foster future growth," explained Boynes. "We also feel like we've only scratched the surface of its capabilities. For instance, the product configurator has greatly simplified the engineering process, reducing the time it takes to engineer a part record by 20%. We designed it ourselves to provide a series of input screens and user prompts based on our manufacturing processes. Users need only select the required output and the system automatically performs the necessary calculations, determines the material quantities, and initiates the operations needed to create just about any type of ornament."

According to Boynes, numerous examples of Epicor ERP efficiency benefits can be found throughout the organization. Epicor Service Connect has enabled orders placed on the

ChemArt website to flow directly into Epicor ERP eliminating the need for manual data entry or even create a new customer data file. Scanners directly attached to workstations easily track the status of each barcoded operation. On the operations side, it's also placed real-time information on everything from labor and graphic design to job status reports and milestone alerts at the fingertips of production teams through the use of custom-built dashboards.

Another advantage is the ability to get answers quickly, whether for customers or internal use. This includes running quarter-by-quarter comparisons, gathering raw material costs, reviewing purchase histories from the initial order to the issue of receipts, or making better-informed strategic decisions that clearly address fluctuations in purchasing behaviors or internal performances.

Epicor—taking ChemArt into the future

"Our prior system couldn't keep pace with what we were trying to do," added Boynes. "We now have access to all forms of customizable data, charts, graphs and dashboards that support our growth and ongoing evolution as an organization. We estimate that by using these dashboards we've reduced our production review process by 50%. We are continuing to realize the full value of Epicor ERP features and modules, which we believe will take us well into the future."

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



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