



Industrial Specialties Manufacturing

Company Facts

- Location: Englewood, Colorado
- Industry: Pneumatics/Industrial/Medical
- Number of Employees: 22
- Web site: www.industrialspec.com



“Epicor has the software, resources, and support to be a great partner. The key is to use what they have to offer—make the Prophet 21 system a strategic component of your operation. We have grown every year since implementing Prophet 21. A key element of growth is maintaining profitability. The system is an integral part of maintaining our margins in spite of outside cost pressures.”

James Davis, President | Industrial Specialties Manufacturing

Success Highlights

Challenges

- Rebuild the technology infrastructure of an ISO 9001-certified industrial/ pneumatics and medical products manufacturer/distributor

Solution

- Epicor Prophet 21 with Professional Services and Business Consulting

Benefits

- Enhanced customer service using on-time delivery metrics
- Control of margins with quick responsiveness to cost changes
- Sales activity monitoring using Opportunities in the CRM module

Industrial Specialties Manufacturing (ISM) of Englewood, Colorado, is an ISO 9001-certified industrial/fluid power and medical component manufacturer/distributor. With 22 employees currently generating well over \$6 million in annual revenues, the company produces and globally distributes miniature pneumatic, vacuum, and fluid circuitry components. Additionally, the company has just established a new business unit and clean room to supply disposable medical IV filtration and other component products.

One of ISM's core marketing strategies is to sell an extremely wide selection of fittings, valves, filters, orifices, and tubing through its Web site and catalog, supporting OEM operations in many markets including Industrial and Medical, along with Maintenance and Repair (MRO), Laboratory & Research Facilities, Technology, Automotive, Power Sports, and Small Engines.

The company transitioned to new ownership in 2006, led by current ISM President James Davis. With his previous background in computer technology, he recognized that ISM needed to rebuild its technology infrastructure, including a new enterprise resource planning (ERP) platform. “When I arrived, we were on a character-based, green-screen, UNIX® product,” he explains.

As he began to evaluate newer-generation ERP systems, Davis was impressed by the ease of use and Microsoft® Windows® front end of the Epicor Prophet 21 solution.

EPICOR
Business Inspired™

“We were looking for fully integrated order management, purchasing and inventory control in a user-friendly environment,” he states. “The Prophet 21 system also had integrated financials, and a Customer Relationship Management module was in development to assist with the management of sales activities and opportunities. Last but not least, we identified the ability to integrate faxing and e-mailing with our transaction processing as a ‘quick win’ for us during our implementation process.”

Process Mapping, Measuring, and Managing to Goals

ISM officially went live on Prophet 21 in April 2007. According to Davis, “The go-live was a crucial milestone, in that with proper preparation and cooperation with the Epicor Professional Services team, it was accomplished on time and on budget.” In addition to initial implementation training, ISM used an expanded schedule of sessions with Epicor Professional Services—30, 60, and 90 days after go-live—to ensure employees’ support, understanding, and buy-in. “To this day, we have continued our commitment to training. You need to make that ongoing investment, because ‘you don’t realize what you don’t know’ about a system with the breadth and depth of Prophet 21,” affirms Davis.

ISM also did its “homework” in advance. “We are very committed to quality processes, as part of our ISO certification,” Davis notes. “For example, in our business, on-time delivery is critically important. Before implementing Prophet 21, we mapped our processes to the system, and carefully completed the data conversion to make sure we would get maximum value out of it. We can now measure and monitor all aspects of our on-time deliveries to our customers and from our suppliers. These are critical metrics in how we measure our customer service as a subset of our ISO processes.”

Likewise, Industrial Specialties Manufacturing measures sales productivity and trends versus revenue targets, margins by supplier, freight costs, inventory balances versus sales, and a host of other metrics using the Epicor Prophet 21 solution. “These metrics are available at a moment’s notice,” says Davis.

“We also created custom reports, so we can be proactive in tracking actual delivery dates relative to promised delivery dates, etc. We are constantly managing to our goals using the ERP system.”

A Strategic Component

Epicor Prophet 21 directly supports ISM’s culture of continuous improvement and striving for greater efficiency. Observes Davis, “We could not have built the business as we have without a robust technology platform. The important element to effective technology utilization is being able to grow revenues without correlated cost increases, especially in personnel. Our system allows us to scale the business efficiently.”

During the implementation phase, ISM added other aspects of automation shortly after the initial go-live, including credit card and UPS integration. Davis advises other distributors: “Don’t try to do it all at once. Take the long-term perspective, and understand that go-live is only the starting point. We have Epicor Consulting come in at least once a year. We never want to plateau with our utilization of the system; there’s so much functionality to access in Prophet 21.”

Davis concludes, “Epicor has the software, resources, and support to be a great partner. The key is to use what they have to offer—make the Prophet 21 system a strategic component of your operation. It’s not a static product; it continues to evolve. Likewise, we want our business to go further, faster, without having to add more people. Epicor Prophet 21 allows us to do that.”

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.



Contact us for more information on Epicor Products and Services

+1.800.776.7438 info@epicor.com www.epicor.com

Worldwide Headquarters
San Francisco Bay Area
4120 Dublin Boulevard, Suite 300
Dublin, CA 94568 USA
Toll Free: +1.888.448.2636
Direct: +1.925.361.9900
Fax: +1.925.361.9999

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Level 34
101 Miller Street
North Sydney NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, November 2012. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. *www.epicor.com*, Business Inspired, the Epicor logo, and Prophet 21 are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. UNIX is a registered trademark of The Open Group. Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks mentioned are the property of their respective owners. Copyright © 2012 Epicor Software Corporation. All rights reserved.