



## **CONSTRUCTION EQUIPMENT MANUFACTURER**

### **SUCCESS STORY**



A fast growing international construction equipment manufacturer, servicing the needs of the construction, demolition and mining industries, recognized their business system was a limiting factor in growing their 45% market share and improving their bottom line. They needed a business system solution and software company that could support their Company's keys to success – passion for customer service, responsiveness, seamless communication, minimal inventory investment and unsurpassed employee productivity.

Metasystems and our integrated ICIM ERP software package were chosen after a review of nearly 20 software and consulting companies. The key to being selected was our demonstrated ability to provide this leading manufacturer with a cost effective scaleable solution that enabled them to improve their competitive edge without increasing system operating costs and indirect labor.

The 9 month project utilized a joint project team and involved process mapping the key integrated business functions - Engineering Design, Customer Service, Order Fulfillment, Planning, Procurement and Manufacturing; defining each functions critical information needs; developing & testing over 200 software enhancements; data cleanup & conversion, training and responsive post startup support.

Through the use of the new Oracle technologies the ICIM ERP solution provides the client with the ability to run "client server" or take advantage of the "three tier" technology and run on the Internet using a browser. With this solid foundation in place Metasystems took on the project phase and provided the client's domestic and international dealer network with an on-line order entry and warranty support application via the Internet that is fully interactive with the rest of ICIM.

This engagement utilized our ability to leverage our hands on business experience, analytical skills and Oracle tools to provide the client with a cost effective solution in minimal time, thereby allowing the client to begin obtaining a return on his investment in just 3 month after startup. The purchasing and inventory functions received the greatest benefits from having live accurate data for material allocations and deliveries. This enabled them to effectively reduce shortages 53% by expediting material based on accurate information. Engineering also benefited from having comprehensive bill of material history and direct control of bills of material revisions used by the factory.