

**WINDOW AND DOOR
MANUFACTURING
COMPANY**

SUCCESS STORY

A window and door manufacturing company was plagued by poor quality of customer order information. The CIO/Director of Information Technology was having difficulty obtaining accurate information from customers on their configurations. Since the shop floor needed accurate configuration information to custom build window and doors, this situation prevented them from shipping orders in a timely and efficient manner, impacting productivity and customer satisfaction. Over time the business had outgrown the existing systems, including many manual processes. Orders were not built in a prioritized sequence to optimize truck schedules and manufacturing processes.

The CIO envisioned a system capable of electronically accepting configured orders from customers. He needed to be able to combine that information with the truck schedule, so that work orders could be scheduled on the shop floor in a sequence optimizing loading onto trucks directly from the assembly line. By implementing a highly customized version of our Interactive Computer Integrated Manufacturing (ICIM) ERP system with the sophisticated Product Configurator as a complete front-end, his vision became an operating reality. Our team of functional experts created a phased approach to implementation, sequenced to minimize the time needed to begin realizing the ROI. The ICIM ERP solution accelerated the manufacturer-to-order process by integrating order processing, sales reports, shipping and invoicing with the aligned functions in manufacturing, purchasing and finance/accounting. As a result, improved customer satisfaction and internal business efficiencies increased revenue growth.
