



Industrial Corrugated Steel Pipe Manufacturer Supplying Construction Companies in the West Coast Newport Beach, CA

Background

The company is a private family owned mid-sized corrugated steel pipe manufacturer with a strong client base within the Western United States. The company has been in business for over 50 years working on tried and true practices that have carried them through 5 decades without any significant change to their processes, procedures and systems. As a result of a changing market place they had decided to improve their computer systems to help compete in a new competitive marketplace.

Situation

When they decided to replace their 25 year old home grown computer system, they recognized the need for outside assistance. Upon our arrival, we discovered a network infrastructure was non-existent, each plant was running their own Unix/Pick computer systems for sales orders and shipping only, while corporate was running another system for A/R, A/P, G/L and Payroll. None of the systems talked to one another and Inventory and production were all done manually. In order to place an order, sales had to walk through the yard to visually verify raw material and/or finished for every order. In order to be successful on this project we had deal with the fact that 90% of the employee tenure average was 30 years. This one issue posed significant issues. Finally, since inventory was non-existent, we were faced with the challenge to create all inventory items from scratch.

Solution

Our first task was to create buy-in by utilizing a business re-engineering process that resulted in a new way of thinking about their business. This process was followed by an RFP and selection process where they chose Dynamics-NAV and Tectura as their solution. We took everyone through APICS training, built a new network infrastructure, built inventory items, costing, G/L, production and customized data utilizing spreadsheets and finally, we worked with management to keep everyone on track.

Results

Payroll and the Plastics facility in Portland Oregon were up and running within 6 months. Through training, the majority of the team was able to understand the concepts of a new system to complete the remaining sites within 18 months. Go live was uneventful and successful. They hired an IT Manager and Operations Accounting Manager to bring in the skill set they were missing in their organization.