

Sage ERP X3 | Customer Success

Sage ERP X3 has Garland Industries covered

Garland Industries, Inc., a leading manufacturer and distributor of high-performance roofing and flooring solutions for commercial, industrial, and public properties is comprised of 11 separate companies. With eight offices in the United States, Canada, and Great Britain and more than 500 employees, Garland Industries is a dynamic and highly successful company. As an employee-owned operation, its commitment to service both before and after the sale is unmatched. When the time came for the company to replace its aging business software, it sought a product backed by a company with the same reputation for excellence as Garland Industries. Only one business management solution met its high standards—Sage ERP X3.

Sage ERP X3 selected from a field of 15

The company's home-grown Informix application simply did not offer the integration options, quick data access, and reporting capabilities Garland Industries needed to stay on top of its growth and expansion. "We were looking for true business intelligence," recalls Bruce Emrick, director of IT for Garland Industries. "We needed a way to effectively analyze our data and workflow to improve our business processes."

An outside consultant was hired to help Garland Industries sort through its ERP options. From a field of 15, the decision was narrowed to just two: Microsoft Dynamics® NAV and Sage ERP X3. The company ultimately selected Sage ERP X3. "The local Sage representative is outstanding. We felt they really understood what we were looking for," Emrick explains. "And Sage ERP X3 seems more intuitive and easy to use. In addition, the product is a better fit on price—we saw a quick return on investment and a long-term value in Sage ERP X3."

Rapid implementation

Garland Industries is in the process of rolling out Sage ERP X3 to each of its 11 companies. The four largest companies now are live on Sage ERP X3, with other companies following quickly. Each successive implementation has been faster and easier than the one prior. "Most recently we converted our Canadian company to Sage ERP X3," Emrick says. "It required only minimal man hours and was accomplished quickly. And we were able to accommodate the unique processing they required easily."

Low IT overhead

Emrick praises what he refers to as the *low-IT-overhead nature* of Sage ERP X3. "I can't say enough about the reliability of Sage ERP X3. It is a solid product that requires very few IT resources to maintain."

Challenge

Garland Industries' home-grown Informix application lacked the integration capabilities and the business intelligence tools the company needed to effectively manage its large operation.

Solution

Sage ERP X3 was selected from a field of 15 business management systems. Its ease of use and value proposition made Sage ERP X3 the stand-out winner.

Results

Business intelligence gives the company actionable data that can be shared easily across the enterprise. Development tools accommodate unique processing. Manufacturing tasks are streamlined, saving resources and improving accuracy.

Customer

Garland Industries, Inc.

Industry

Manufacturing

Location

Cleveland, Ohio

Number of Locations

8

System

Sage ERP X3



Support for process manufacturing

Garland Industries' process manufacturing is similar to that of chemical manufacturers; its various roofing products and coatings are made from formulas of rubber, sand, and asphalt. While the company maintains a base stock level of its most popular products, other production is in response to orders. The MRP function within Sage ERP X3 has proven to be a tremendous time saver.

"MRP allows us to see the entire scope," says Dan Healey, Garland Industries' plant manager. "Before I would have to look at every single order. Now, I can break down demand by dates and products. I also can track where our products are sent."

Computers in the warehouse enable staff to record manufacturing data in real time, driving efficiency throughout the organization. "We know precisely what inventory we have available at any time," Emrick says. "There is no longer a delay in recording activity on our work orders."

Streamlining MSDS production

The versatile software interfaces with The Wercs®, an automated MSDS authoring application. "Previously, updating our Material Safety Data Sheets was an entirely manual and time-consuming process," says Healey. "In fact, we had one full-time person updating MSDSs on a daily basis. Now it is done automatically, and we print the correct sheet when we need it."

"We have been able to keep our labor costs down, even as we have expanded," Emrick says. "The software has freed up so much time that we used to spend performing tasks manually."

Driving data to those who need it

The company has hundreds of sales representatives throughout North America, and all need access to their open orders, commission reports, and territory sales figures. Before Sage ERP X3, it was a struggle to provide this information. Reports were

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compiled and then sent by email to the representatives—most were out of date almost from the moment they were sent.

Using the Web Service Connections component of Sage ERP X3, the company is able to put this vital data directly into the hands of the representatives. Over the Internet, representatives now can place orders, view their commission reports, check on open orders, and monitor customer invoices. The real-time update of data ensures that the representatives have the most current information.

"With Sage ERP X3, we get the visibility we were missing," concludes Emrick. "Instead of waiting for a report to tell us what already has happened, we receive up-to-the-minute information while it is still actionable."

About Sage North America

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. Sage North America employs 4,000 people and supports 3.1 million small and mid-sized business customers. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 13,100 people and supports 6.2 million customers worldwide. For more information, please visit the website at www.SageNorthAmerica.com.