

WAglobal revs up performance and saves with Infor10 ERP Enterprise (LN)




Setting the strategy.

To support its automotive and heavy-duty aftermarket manufacturing and distribution business, WAglobal had been using Infor™ ERP Baan for nine years, customizing parts of the software to support their differentiating business requirements. The company decided that it was at a crossroads. Abraham Kurian, vice president of Information Technology at WAglobal, explains: "We're shipping 8,000 to 9,000 lines per day. With about 60% customization in Baan, we put ourselves in a position of not being supported anymore. We needed to move into a supported ERP environment to remain competitive."

Getting business specific.

After evaluating several alternative systems, WAglobal decided to stay with Infor and migrate to Infor10 ERP Enterprise (LN). Kurian says, "One major factor was that Infor has added several improvements over the original Baan system. Key areas for us included new user capabilities, being able to customize the screen without IT help. Also, new filtering allows users to see only what they want to see on their main screen. For example, if I want only open sales orders, I can create a filter to see that data on my screen without running a report—eliminating a lot of user reporting."

Kurian also claims that the biggest change for users was the dashboard addition. "Dashboards make it much easier to manage," he says, "and there are several different ones. If I'm a warehouse manager, I'd want to see all my transactions on one screen, or dashboard—all inbound and outbound transactions, cycle count. The information is now at your fingertips."

"Also, in Enterprise there are new capabilities and many improvements in all areas: sales, staffing, finance, and the mapping process of integration. New features such as cross-docking in warehousing are big, and the replenishment and inspections processes are more streamlined. It made complete sense to migrate to ERP Enterprise."

"Overall, we saved about \$800,000 operationally with the integration to the warehouse management system."

—ABRAHAM KURIAN, VP OF INFORMATION TECHNOLOGY, WAIGLOBAL

About the company.

WAglobal began as a telephone sales organization specializing in automotive products. The company grew rapidly and opened its first distribution center, allowing it to more quickly provide products and respond to customer needs. WAglobal soon ventured into manufacturing, and it continues to build on this capability, as well as its distribution and supply chain network and new product development infrastructure. The company remains a leader in the automotive and heavy-duty aftermarket by continually adapting to quickly changing customer needs.

To learn more, visit www.waiglobal.com/.

Seeing results.

After completing the migration, WAlglobal saw immediate benefits. Kurian contends, “We now have a supportable solution, with a helpful Infor support team that’s taking good care of everything. Plus, we’re benefiting from all the regional capabilities now available in the system, and performance improved two to three times compared to Baan.”

The company gained other wide-ranging benefits from the upgrade. “This was a perfect opportunity to revisit all our customizations and processes after nine years,” says Kurian. “We realized that our business no longer needed 60% to 70% of our customizations. In IT, we also cleaned up the code and incorporated best practices to streamline the process. When we started migrating, our item master reported more than 100,000 items. With data cleanup, we reduced this number by about 50%—to 49,000. If a customer or product wasn’t active, we didn’t need to carry that data.”

The other key benefits of ERP Enterprise for WAlglobal, according to Kurian, are its new features. Auto processing is a big improvement, says Kurian. “It gives you greater audit control of the parameters and keeps track of them—who changed it, at what level. And it’s still tracking each parameter change at the session level.

“Also, you can activate and deactivate certain integration mapping. You can map it and see the result. Or, you can simulate it, and if you don’t like it, you can map it again or note an activity date when the mapping will be active.

“Another new feature called ‘attachment’ enables you to scan an engineering document, for example, and attach it in Enterprise to the part as a standard capability.”

What process improvements did WAlglobal gain? “We calculate our efficiency based on how fast we take a sales order,” Kurian asserts. “We’d been averaging five to six seconds per line to complete a sales order, and that average dropped to two to three seconds. That’s a huge improvement when you consider we’re shipping 8,000 to 9,000 lines a day. Also, in the warehouse, we ship almost the same number of lines from nine different distribution centers, so we’ve seen tremendous improvements.”

Facts at a glance

Solution

Infor10 ERP Enterprise (LN)

Industry

Manufacturing and Distribution

Country

USA

One of the biggest benefits in ERP Enterprise is the ability to execute most processes in auto processing mode. “In Baan, we had to do everything manually in three or four different screens. In ERP Enterprise, auto processing eliminates user interaction. Within one screen, you create a sales order, approve it, and print the invoice immediately. The system automatically performs all the background steps—releasing to a warehouse, shipping, invoicing, and composing. It’s a big boost in our productivity.”

Kurian reports that the return on investment on the upgrade was huge. “Overall, we saved about \$800,000 operationally, with the integration with the warehouse management system. ERP is generally not a warehouse management system, but it has all the distribution capabilities. To integrate with the warehouse system, third-party tools are available.”

WAlglobal added just a few capabilities. “We integrated a shipping system that does all the rating for us, and we use third-party software for forecasting. Otherwise, we’re down from 60% to less than 1% customization in ERP Enterprise because, with the new parameters, it contains everything we need out of the box. Users love screen customization and filtering. They can customize their own forms and filter out unwanted information.”

The company took a phased approach during implementation. Kurian says, “Everyone really likes the new features and capabilities, and its ease of use. In about a month, most of our users preferred the new system. We expected at least a three-month acceptance rate.”

Infor10 ERP Enterprise (LN) has helped WAlglobal:

- Improve system performance two to three times.
- Save \$800,000 operationally.
- Realize tremendous efficiency improvements—from 5 to 6 seconds per line to 2 to 3 seconds per line, while shipping 8,000 to 9,000 lines a day.
- Reduce customization from 60% to less than 1%.
- Boost productivity using the auto processing mode.

About Infor.

Infor is a leading provider of business software and services, helping more than 70,000 customers in 164 countries improve operations and drive growth. To learn more about Infor, please visit www.infor.com.

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