

GLOBAL SHOP SOLUTIONS CASE STUDY

Concise Industries

It's hard to imagine a more diverse manufacturing operation than *Concise Industries*. From their headquarters just outside of Chicago in Elk Grove Village, Concise Industries management oversees the precision *metal fabrication* of products for a wide array of industries ranging from medical, construction equipment, telecommunications, health & fitness, elevator, alternate energy, and contract manufacturing.



Vice President Brian Rieble shows Global Shop Solutions Founders Dick and Kathie Alexander the results of a recent job run.



In the custom fabrication section of Concise Industries, an employee welds metal parts for strength and durability.

The Search for a Cost Effective ERP

Pulling this mix of product line and geographic space together commands an ERP software that is flexible, robust, and affordable.

"In looking for an ERP system, cost effectiveness was a primary consideration," states Concise Industries Vice President Brian Rieble. In 2004, Concise Industries looked at just about every ERP solution available – from the most expensive branded packages to those at the bottom of the cost chain – and they decided that Global Shop Solutions ERP software was the best fit for them in terms of investment and power.

What Concise Industries needed the most was an ERP software that could grow, one that was flexible enough to meet their needs in the present, while also being capable of expanding with them as their business volume increased.

"We were on a very old system back in 2004, and it was about time to move on and move up. We looked at quite a few systems, did some site visits with companies using the programs, and Global Shop Solutions looked very good to us. The data entry for the guys on the shop floor, the elimination of time cards, cost accounting, and so forth – there were simply many more features with Global Shop Solutions than with their competitors."

When a company like Concise Industries has a vision of where they are and where they want to go, having the right tools to complete the journey is vital for success. For Concise Industries, this vision required the move to a "one-stop" manufacturing operation for their customers, a move that would increase their capabilities in prototyping, production, assembly, and just-in-time shipping. This meant that Concise Industries needed a way for all divisions of their operation to use common, real-time data for sales, production, and administration, and to do so across two time zones, two languages, and 2,000 miles. According to Rieble, the moment they saw Global Shop Solutions ERP software's depth and wide-ranging capabilities, their choice was made.

“In terms of value and capability, there was really no comparison in our search for an ERP system,” he points out. “Global Shop Solutions had all we needed in an ERP software, but without the enormous IT support cost that the larger software providers were quoting us.”

Big Time Capabilities

“All of the features of the major ERP systems are in our Global Shop Solutions ERP software,” observes Alan Cartwright, CFO of Concise Industries. “We have been able to make the changes necessary in the programs to fit our own manufacturing environment.”

It is this abundance of capabilities that is at the heart of Global Shop Solutions ERP software’s appeal for small- to medium-sized job shops, make-to-order, and other types of manufacturers. Whether it’s [Auto Purchasing](#), [Auto Work Order](#), Supply & Demand, [Business Intelligence](#), or any number of other applications, the features of Global Shop Solutions ERP software are what you would expect in an ERP package costing thousands more.

“The [EDI application](#) has been fantastic,” adds Rieble. “That populates right away. We don’t need somebody in the office full-time typing in delivery dates by hand, and when a date is changed, we can get it out through the entire system right away. With EDI, we are interfacing directly with some of our customers, and this is a tremendous help in both customer service and on-time delivery. We definitely have more grasp of what’s coming out of our company in terms of on-time delivery. We just go into the system, download the data, and it works out great. Global Shop Solutions ERP software really keeps some of our bigger customers very happy with us.”

Concise Industries is a manufacturer that specializes in robotic and lean manufacturing processes. When you rely on this level of automation in your operation, it is crucial that the software supporting it can move with equal speed and efficiency. Global Shop Solutions ERP software offers Concise Industries the ERP tools so that bottlenecks are reduced, throughput maximized, and on-time delivery enhanced.

“We especially like the way the data entry correlates so easily and quickly with the data control and data processing, as well as our ability for getting real-time information,” says Rieble. “Really, to be able to see what’s going on out in the shop at all times is a huge plus for us.”

With Concise Industries’ operations in Chicago, Illinois; Tucson, Arizona; and Nogales, Mexico, the flexibility of Global Shop Solutions ERP software becomes a tremendous benefit in terms of communication. While globalization in manufacturing is an economic reality, this doesn’t mean that production operations must be spread across oceans to compete in the global market. For Concise Industries, this simply meant creating direct access to markets in the Southern Hemisphere.

“Our Tucson plant is on the Global Shop Solutions system with us here in Chicago and they are also linked with our sister operation in Mexico – it’s all done through Global Shop Solutions,” Rieble explains. “In this regard, Global Shop Solutions is great for a multi-plant system like ours. As a matter of fact, one of the drivers for choosing Global Shop Solutions was the built-in Translator. With the links and various options in the system, it has been as smooth as silk. We’re all looking at each other in real-time, with the same real-time data. And with each separate facility in our company using basically the same vendor base, this sort of communication is extremely valuable to us.”

Expanding Expectations With ERP Software

For a small- to medium-size manufacturer, expectations of quality service are a given and something that makes their own lives in operations that much easier. Since Global Shop Solutions is family-owned, customers experience personal, top-level service before, during, and after [ERP implementation](#).



A Concise Industries employee sets up one of the many robotic press brakes.

Time and again, Global Shop Solutions ERP software exceeds customer expectations for quality support that bigger companies simply cannot match.

“From the start, we’ve appreciated the fact that they are a family-owned and operated company, and this has helped us tremendously in implementation,” says Cartwright. “We’ve been able to call them and within an hour any problems are solved.”

Ultimately, it is the attention to detail in the software that sets Global Shop Solutions ERP software apart from other ERP providers. As their relationship with Global Shop Solutions continues, the employees at Concise Industries are constantly discovering new ways of using the robust software.

“We are now moving to incorporate more aspects of Global Shop Solutions ERP software, to dig down deeper into the functions that are useful to us,” Rieble observes. “The **Advanced Planning & Scheduling** application is obviously very powerful – one of the most powerful I’ve seen, and often much more powerful than ERP software costing three, four, five times more than Global Shop Solutions. The software has also been helpful in making us more aware of where our **direct and indirect costs** are and it gives us a sense of how better to control these. Once the job comes out, we immediately run reports – the Labor Reports, the Balancing Reports – we’re able to see right away if that job was profitable for us, how profitable it was (or wasn’t), and if any adjustments in quoting need to be made in the future. In short, we’re always looking in the Global Shop Solutions Estimate vs. Actual Report to get a complete picture of how well we came out of a job.”

In the end, for a company such as Concise Industries, Global Shop Solutions ERP software’s built-in flexibility to grow with the company is the greatest value provided by the software. Generally, the ability and foresight to expand to meet future emerging needs is a desired capability to have in ERP software. Global Shop Solutions ERP software has a stable ERP foundation upon which a manufacturer builds efficiencies into their present operations, while also being a flexible enough system to allow growth in meeting future, often unforeseen, needs.

“Two of the top things that we see as great advantages for a company like ours in acquiring Global Shop Solutions are the consistently problem-free functions it has, and the initial investment for jumping into it,” says Rieble. “Global Shop Solutions allows a small to medium-sized company to be able to put in a great ERP system without spending hundreds of thousands of dollars.”