

GLOBAL SHOP SOLUTIONS CASE STUDY

Metalia MS



Dozens of CNC laser cutting machines can be found inside Metalia's nearly 97,000 square foot facility in Monterrey.



Metalia's sheet metal machines help provide world-class products to their customers.

Headquartered in Monterrey, Mexico, **Metalia MS** is a contract manufacturer that provides precision sheet metal fabrication for customers in Mexico and around the globe. The family-owned business serves a wide variety of industries ranging from automotive, lighting and HVAC to mining, oil and gas and aerospace. However, the electrical equipment industry comprises the largest segment of their business. Using hot- and cold-rolled steel, stainless steel, galvanized steel and aluminum, Metalia makes a variety of internal and external parts, including those used in electrical transformers, for these customers.

Founded in 1981, Metalia employs about 850 people and operates production plants in three separate locations. Committed to quality products delivered on time, Metalia is ISO 9001:2008 certified.

More than a decade ago, Metalia designed and built their own ERP system to help manage the growing business. It worked well for a number of years, but eventually, the company outgrew its limited capabilities. Project manager Patricio Narro was assigned the task of researching outside ERP systems, and after a lengthy search settled on Global Shop Solutions ERP software.

"We looked at several different systems – big and small," Narro recalls, "but most systems were too generalized and did not meet our requirements. We ended up choosing Global Shop Solutions for several reasons. The software focused strictly on manufacturing, it is built by people who are manufacturers first and software programmers second, and the price is very competitive."

"As we got to know the company, which is also family owned, we discovered we spoke the same language and shared similar values," says Narro. "We didn't want to be looking for another ERP system in five or 10 years, and Global Shop Solutions felt like the perfect fit in terms of both the product and the company."

Unprecedented Inventory Control

Metalia decided to go all in at **implementation**, using all the standard modules achieving what most customers take two phases to do. After several months of learning the basics of the system, initial training and preparing to transfer the data from their old system, Metalia went live with the software in April of 2016.

With a large workforce to train on the software and more than 15,000 products requiring accurate routers and bill of materials, working out some of the kinks that inevitably occur with any new software launch takes time.

Fortunately, he assembled a strong implementation team that took the responsibility seriously and wanted to get the job done. Working hand-in-hand with the Global Shop Solutions implementation consultants, Narro and his team have steadfastly worked through the issues that arose early on and are continuing to make improvements every day.

Thanks to their continuing hard work, the software is already having a dramatic impact on many areas of the business – starting with **inventory**.

“We have much better control over all aspects of inventory, including raw materials, WIP and finished goods,” says Narro. “We’re miles ahead of where we were with our old system. We have less WIP, fewer raw materials and more finished goods going out the door.”

Narro also credits the software with helping improve communication and coordination throughout the business.

“Global Shop Solutions is simpler and better than what we had before, especially the user interfaces,” he says. “Instead of having to deal with all the workarounds and patches on our old system, everything is now standardized. People can quickly find the data they need to perform their jobs. And we can count on the data being accurate and consistent throughout the system. As a result, everyone speaks the same language and we’re all working off the same page.”

Using the software has even improved the appearance of the shop floor. Where it used to have pallets, products and unfinished work scattered around looking lost and unkempt, the shop floor now looks virtually spotless, with everything where it belongs.

“We used to have inventory lying around all over the place,” notes Narro. “Now, everything gets put in its proper place and we know where to find it with close to 100% accuracy.”

More Improvements Still to Come

As Metalia employees continue to get better at using the system, Narro is setting his sights on the next phase of the implementation, which involves digging deeper into the system to use more of the software’s powerful tools. It also involves using the flexibility inherent in Global Shop Solutions ERP software to mirror what happens on Metalia’s shop floor more accurately in the system.

“The software is already doing a fabulous job of giving us the data we need when we need it,” says Narro. “The next step is to start making tweaks in the system that will more accurately reflect what’s happening on our shop floor. For example, we’ve already started creating custom dashboards and reports that allow us to format the data the way we need to see it.”

“One of the real strengths of Global Shop Solutions is the ability to adapt it to the way we do business,” he continues. “In addition to making it easy to **customize** screens, reports and dashboards, they also have an application store with more than a thousand custom programs that have already been implemented by other customers. These are available for download free to any Global Shop Solutions customer to make improvements in various areas of the business. Once we get everyone in the plant up to speed on the standard software, we’ll start exploring those as well.”

Throughout the implementation process, Narro has been impressed by the responsiveness of the Global Shop Solutions team, both in person and on the phone.

“Many of the people who developed our original ERP still work for Metalia,” says Narro. “They know the right questions to ask and they don’t hesitate to ask them. The folks at Global Shop Solutions always respond in a timely manner and are always eager to help. It may be an old cliché, but they’re definitely willing to go the extra mile to help us solve a problem.”

“As the project manager, I look forward to starting to dig into the other tools available in the system, he concludes. “But for now my priority is to get everyone in the company comfortable using the software the way we need them to use it. Global Shop Solutions is a powerful ERP system, and we have already made tremendous strides with it. I can’t wait to see where we will be in another year or two.”