

GLOBAL SHOP SOLUTIONS CASE STUDY

Western Container Corporation

The last time you used a roll of adhesive tape, paper towel or a film core, you probably didn't think about the sturdy cardboard carrier that makes it easy to package, ship and unwind the product for use. Jeff Perrigo, President of *Western Container Corporation*, a make-to-order paper tube manufacturer, thinks about it all the time. The company's customers are glad he does because they know they can count on quality products made to their specifications – a job made faster and easier with the company's implementation of Global Shop Solutions ERP software.



Established in 1942, Western Container is a trusted manufacturer of spiral wound paper tubes and precision cores.



Western Container's advanced, super-strength tape and labels are ideal for all shipping and wrapping needs.

Western Container, in Beloit, WI, operated the business for years with "legacy" accounting and third-party scheduling software that left a lot to be desired. As the manufacturing industry continued to evolve at a rapid pace, Perrigo recognized the need to bring the business into the 21st century or get left behind. After speaking with several ERP companies, he selected Global Shop Solutions.

"From the start, I was impressed with the capabilities of the software and the knowledge of the sales rep," says Perrigo. "Every time I mentioned a problem, he knew exactly what I was talking about and said Global Shop Solutions had a solution for it. We visited a Global Shop Solutions user in the area to learn more about the software, and it seemed like the perfect fit for our business."

50% Faster Quotes

In a manufacturing business, accurately tracking labor time impacts everything from quoting to profitability. After years of manually recording operator time, Western Container set their sights on using their new ERP system to capture labor time and costs electronically.

The company's old system could not provide real-time feedback for estimating job costs. With their ERP software, operators now scan the job on the [Shop Floor Data Collection](#) screen at their workstations, and their labor automatically gets recorded for each step of the job.

"Not only can we track labor more accurately, we can also work up quotes faster and with greater precision," says Jeff Johnson, who handles estimating and quoting for Western Container. "Once a router is created for a job, we export it, price it, and automatically upload it to the quote. Creating quotes now takes half the time it used to."

Visibility of Data Simplifies Processes

Managing cash flow and customer accounts also has an impact throughout the business. Crystal Straight, who oversees financial operations for Western Container, uses the Accounts Payable and Receivables **Dashboards** to simplify her job.

“The visibility of data within Global Shop Solutions is superb,” she says. “The AP Dashboard lets me see which bills are due, so I can estimate the amount we will spend by the end of the month. The AR Dashboard shows what invoices are due and how much cash we have coming in – all from one screen.”

“I use the Open Sales Order Dashboard for multiple processes,” she continues. “I can refresh it at any time to see what our incoming sales dollars are for that day. I also export it into Excel and use it for our morning production meetings with little manipulation.”

“The ability to see what’s happening on the shop floor in real-time simplifies so many processes,” adds Perrigo. “For example, having operators scan in on their jobs allows us to upload their quote sheets and create the routings much faster than we used to. If we must change an estimate, the software allows us to instantly upload it over the old router. That’s a real time saver!”

CRM Module Appreciated by All

Responsive customer service has become a “must have” for today’s manufacturers. So, it is no surprise that Perrigo identifies the robust **Customer Relationship Management (CRM)** module as his favorite.

“Our old system did not have an integrated CRM,” he says. “As a result, most people didn’t use it. With Global Shop Solutions CRM, everyone has it open for a variety of tasks – entering new customers and vendors, updating orders, reviewing buying histories, pricing, and much more.”

“The best part is that everyone has instant access to all the data,” he adds. “So, when a customer calls with an inquiry, we can handle it without having to put them on hold or schedule a callback. Customers and staff love it when they can take care of everything in one phone call.”

Johnson likes the quick access to quoting histories in CRM. With just a few keystrokes he can find out what customers bought the last time and what they paid for it. When different customers ask for the same quote, as occasionally happens, he can copy the quote and send it to all of them rather than having to create individual quotes.

“We get a lot of last-minute changes to orders,” says Johnson. “CRM makes it easy to handle because the data is all there in front of you. You don’t have to navigate from one module to another to find what you need.”

Shop Floor Control Using Multiple ERP Applications

Western Container’s maintenance staff has been using the **Preventative Maintenance** work orders to schedule and provide historical maintenance records for each workcenter.

Progress is also being made in scheduling production using the **Advanced Planning & Scheduling (APS)** application. A new **Global Application Builder (GAB)** project provides a Dispatch List Dashboard that shows the active jobs by workcenter. It also displays estimated vs. actual hours for complete jobs, along with units completed and remaining. The Dashboard is easily exported to Microsoft Excel® for further analysis.

The All-In-One ERP Solution

To Perrigo, the overriding benefit of Global Shop Solutions ERP software is the way it brings the manufacturing, customer service and financial components together in one integrated system. The shop floor runs more efficiently.



Western Container builds relationships with the best in the paper tube equipment and paperboard designers and manufacturers, which means their customers get the best.



One of Western Container's Zenith 300/2 in-line cutters.

when you want to use them. We have been at this less than two years, so there is a lot more we can do with the software. I can't wait to see where we will be a few years from now!"

The monthly inventory process is quicker and easier to manage. It does not take as long to close the books each month. Western Container has become a well-oiled team that keeps getting better.

"Global Shop Solutions also provides great training and service," says Perrigo. "When we call in with a problem, they're quick to respond. We always learn something new from the [Friday Features](#) and [virtual training](#). The ability to customize the software allows us to work the way we need to work instead of putting up with clumsy work arounds."

"One of the best things about Global Shop Solutions is you get all the main modules right out of the box," he concludes. "You do not have to turn them all on right away, but they are ready to go