

# 3 Rules Every ERP Software User Should Know

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# MANUFACTURING IS CHALLENGING

No matter what part you are manufacturing, it takes guts, grit, dedication, and passion to be successful.

The job of any ERP software provider is to help every customer simplify their manufacturing.™ Global Shop Solutions has been doing just that – simplifying manufacturing – for thousands of manufacturers in 30 countries and 25 industries for over 40 years. In fact, we have more successful customers than anyone else in the field (read our 150 [case studies](#)).

## Why?

The answer is actually pretty simple. A large number of our new customers join the Global Shop Solutions family with bad experiences from one of the “other guys;” and after implementation typically let us know the biggest difference between us and the other guys is they use and are successful with the entire system – from quote to cash. Every department within their manufacturing business has been impacted by the ERP system, not just one. And that adds up to one beautiful thing – return on your ERP investment (and psst, more profits).

**How do we get manufacturers to become successful with the entire ERP system? With 3 simple rules.**

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# 1 Know What You Have and Use It.

One of the biggest reasons a manufacturer turns to ERP software is data.

They want data about their business that doesn't exist, or they want truthful data instead of a best guess. You can't manage what you don't know. In order to get the data, you need to know what software is available for you to use and then you must use it.

The most successful ERP software customers are aware – they pay attention. They read the emails, check out the website, listen to news, talk to other ERP users, participate in training events offered to them through year, and as a result, they know all the great software modules that are available to them (with the vast majority included in their original purchase).

What software modules do Global Shop Solutions customers own? A lot. Let's look at the list on the next page. ERP success starts with knowing what is available and using all the modules, not just a few, to manage your business.




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**THE MOST SUCCESSFUL  
ERP SOFTWARE  
CUSTOMERS PAY  
ATTENTION.**

<a href="#">Shop Management</a>	Manage your shop in real-time with accurate data.
<a href="#">Planning and Scheduling</a>	Improve customer satisfaction by keeping all your jobs on task and on time
<a href="#">CRM</a>	Efficiently manage business relationships and effectively interact with prospects and customers.
<a href="#">Inventory</a>	Reduce manufacturing costs through simplified material tracking.
<a href="#">Sales</a>	Increase your sales conversion rates with improved efficiency and leaner processes.
<a href="#">Accounting</a>	Manage business finances easier with a system integrated with inventory, purchasing and sales.
<a href="#">Quality Control</a>	Customizable codes and reporting gives quality management the data they need.
<a href="#">Shop Floor Data Collection</a>	Increase productivity with accurate time tracking on the shop floor.
<a href="#">Preventative Maintenance*</a>	Provide visibility and full documentation of scheduled preventative maintenance.
<a href="#">Project Management</a>	Meet your project budget and deadlines with tools designed for a winning team.
<a href="#">GAB - Customizable ERP*</a>	Create custom applications, enhance screens and automate tasks.
<a href="#">Document &amp; Training</a>	Simplify process documentation tracking and maintain manufacturing quality certifications.
<a href="#">Label Printing</a>	Quickly print all your inventory bin labels, mailing labels and shipping labels.
<a href="#">EDI</a>	Meet the technology expectations of customers with single-entry data.
<a href="#">eCommerce</a>	Increase efficiency and accuracy by conducting transactions online safely and securely.
<a href="#">Nesting Interface</a>	Seamless integration with popular nesting programs like Ncell, SigmaNEST®, TRUMPF, ProNest and more.
<a href="#">Product Configurator*</a>	Enable prospects, customers, or employees to configure products based on predefined options.
<a href="#">CAD Interface*</a>	Seamless integration with popular design packages such as AutoCAD®, SolidWorks®, Solid Edge™, Inventor®, and more.
<a href="#">Mobile CRM</a>	Manage your business contacts and critical business data from any device.
<a href="#">Paperless Software</a>	Cover your entire shop floor and field personnel and be assured of fast, accurate, online data.
<a href="#">Business Intelligence</a>	Monitor your manufacturing health and make better decisions with accurate data.
<a href="#">Version Management*</a>	Group-based security to manage document version and permissions.
<a href="#">Document Control</a>	Allows you to attach all types of files to transactions within the ERP system.
<a href="#">Company Messaging</a>	Automatically inform customers, vendors or employees when selected events occur.
<a href="#">KPIs*</a>	Compile manufacturing best practice key performance indicators.
<a href="#">Shop Floor Display: True View*</a>	View the latest work orders being completed on work centers as it happens in real-time.
<a href="#">Job Costing Accounting: FLOOM</a>	Breakdown your finished goods costs to determine individual costing components.
<a href="#">RFID</a>	Use the latest technology to make routine tasks like clocking in and out uncomplicated.

*\*May require no cost or low cost setup, training, or additional licensing.*



In addition to the software modules on the previous page, global shop solutions customers have access to the Application Resource Center (ARC), which provides our customers nearly 1,000 custom applications and reports for download free of charge.

Global Shop Solutions customer [Auger Fabrication, Inc.](#) knew that our ERP software was the right choice for their manufacturing business. Executive Vice President Eric Edginton said:



**WHAT REALLY SEALED THE DEAL FOR US WAS THE SOFTWARE'S ABILITY TO ADAPT TO THE WAY WE DO BUSINESS. OUR PRODUCTION FLOW AND CUSTOMER DEMAND DIFFER FROM MOST MANUFACTURERS, AND DURING THE ON-SITE DEMO THE GLOBAL SHOP SOLUTIONS SALES TEAM SHOWED US HOW WE COULD TAILOR THE SYSTEM TO FIT THE WAY WE OPERATE.**



If you're an ERP software user that knows what you own and how to use it, you should be able to scream "yes" to the following 4 questions. And if you can't, then you need more training and implementation.

- 1 DO YOU KNOW YOUR COSTS?**
- 2 DO YOU KNOW YOUR INVENTORY?**
- 3 CAN YOU FLOW YOUR INVENTORY AND OPERATIONS DATA TO AN ACCURATE FINANCIAL STATEMENT?**
- 4 DO YOU HAVE REAL-TIME LABOR AND MATERIAL DATA FROM THE SHOP FLOOR?**

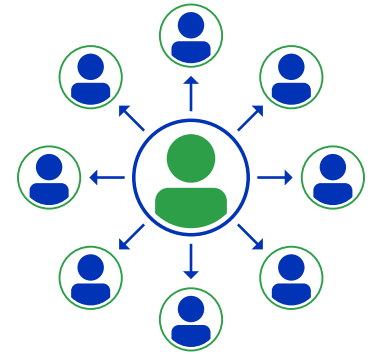
# 2 How You Start Matters.

## CHANGE ISN'T EASY.

A manufacturer's success or failure with ERP can typically be traced back to two things – did they pick the right software for their needs and/or did the entire company buy in during implementation?

No one knows your business better than you and the team (not person) working with you through your implementation should be experts in software and manufacturing. Your implementation team should have the same passion for your success as your team does. The goal of an implementation is not to simply go live, but to accomplish the following 5 goals:

- 1 ACCURATE INVENTORY**
- 2 ACCURATE COSTING**
- 3 ACCURATE FINANCIAL STATEMENT WITH OPERATIONS DATA**
- 4 ACCESS TO OPERATIONS DATA IN REAL-TIME**
- 5 SIMPLIFIED MANUFACTURING**



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**DID THE ENTIRE  
COMPANY BUY IN DURING  
IMPLEMENTATION?**

## The right people, the right process, and the best software – each plays its part.

Our [ERP Consultants](#) are direct employees of Global Shop Solutions, have previous operational, technical, and financial experience, and live by one motto – anytime, anywhere and whatever it takes to make our customers successful. If this means showing up on Saturday – done. If this means working 16-hour days – done. Anytime, anywhere and whatever it takes. With 40+ years of serving manufacturing, Global Shop Solutions has developed a [GLOBAL Methodology](#) for achieving a successful ERP implementation.

**Phase 1:** Gather

**Phase 2:** Learn

**Phase 3:** Outline

**Phase 4:** Build

**Phase 5:** Authenticate

**Phase 6:** Go Live

**Phase 7:** Optimize and Support



The Global Shop Solutions consultants are willing to come out and visit you on site and are very focused on you and your process. They can even show you new configurations in the system you weren't aware of while they are there working with you.

*Sheri Principato, Vice President  
GereMarie Corp.*





# 3 It Takes a Village.

**IMAGINE A BODY BUILDER THAT EATS RIGHT, TRAINS EVERY DAY, BUT NEVER LIFTS WITH HIS LEFT ARM. PRETTY STRANGE, RIGHT? HE WOULDN'T BE ABLE TO COMPETE AS EFFECTIVELY AND WOULD STRUGGLE TO WIN COMPETITIONS. NOW IMAGINE A MANUFACTURER WHERE EVERY DEPARTMENT IS TRAINED AND USING THE ERP SYSTEM BUT QUALITY CONTROL. THAT MANUFACTURER WOULDN'T BE ABLE TO COMPETE EFFECTIVELY AND WOULD STRUGGLE TO RETAIN EXISTING BUSINESS AND WIN NEW BUSINESS.**

Manufacturers that run ERP successfully will all tell you one thing – it takes a village. Everyone has to do their part. Each part of your business has to be committed and trained. ERP success starts with a cultural shift at every level to know and use the system – President, CEO, CIO, CFO, Executive, Management, Shop Floor, and Administration. If one person decides it is too difficult, frustrating, or not important to be accurate it can sink the success. Well-trained users will always deliver better results for any software. That is why Global Shop Solutions takes training seriously. Here are a few of our [training options](#) available to ERP users.

**ERP Boot Camp** Go from quote to cash and learn all the skills you need to use our software and improve your business. This face-to-face, classroom style training is free and available to all Global Shop Solutions users at our global headquarters.

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**ERP User Conference** This event is held virtually and in-person and will be the best in-depth ERP training you'll find, with tracks specific to your job position.


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[Learning Management System \(LMS\)](#) The LMS provides you the opportunity to understand what you own, learn new skills, refresh existing skills, and test and certify yourself at your own speed as all the training is online and self service.

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**Friday Features** This weekly webinar is free to all customers and teaches you something new in the system and something core in the system. The best training opportunity in manufacturing is Friday Features.





Global Shop Solutions also offers online Virtual Training, On-Site Consulting, and our industry-leading Process Audit where a senior consultant visits your facility for two full days, identifying areas for improvement with your software and general manufacturing process. The typical results of a Process Audit identify tens of thousands of dollars in savings as well as opportunities to increase the velocity of your manufacturing. The village doesn't end with training. Each and every Global Shop Solutions customer has a Customer Success Manager assigned

to their business with the primary responsibilities being to guide their ERP journey and be the voice of the customer internally. They will work to understand your business, your unique needs, and proactively introduce new products, solutions, and new business opportunities from our thousands of other customers. In addition, Global Shop Solutions has a Custom Development department completely dedicated to responding to the unique and custom development needs of our customer base.

**Know what you have and use it. How you start matters.  
It takes a village. Three simple rules put you on the path to ERP success, using the entire system from quote to cash for your entire business.**



## ABOUT THE AUTHOR

[Adam Grabowski](#) is the Director of Marketing at Global Shop Solutions. He is responsible for translating the company's business objectives into successful brand, marketing, and communication strategies to drive awareness, revenue, and loyalty.

To learn more about the 3 rules every ERP software customer should know, call 1.800.364.5958 or visit [www.globalshopsolutions.com](http://www.globalshopsolutions.com).