

Enterprise Management System

**A comprehensive software solution to provide
a completely integrated set of business
processes and information to your**



- Provides complete business visibility
- Low cost of ownership
- Easily customisable to fit the way your people work
- Low risk, rapid implementation and easy transition
- Meaningful Key Performance Indicators from built in business intelligence
- Future proofed design for easy upgrades
- Web enabled for eBusiness
- Real time operation
- Integrated Customer Relationship Management
- Integrated After Sales Service
- Native mobile computing
- Open system using Microsoft® Windows® technology

Business Challenges

Companies manufacturing high value, engineered-to-order products face a number of unique challenges.

A mixture of standard and bespoke manufacture normally needs to be managed as a project where in addition to manufacturing costs, elements such as design, installation, commissioning and spares must also be accurately costed into the sale contract.

The effective management of customer relationships, projects, profit margins and cash flow are key to maintaining a healthy growing business.

Competitive pressures continue to increase as a result of the internet age and it is vital that companies use information technology to its best advantage.

Using the internet to collaborate with key business partners, customers and suppliers in real time is the key to successful eBusiness.

Project oriented manufacturing businesses also face:

- Lack of visibility into the business operation leading to
 - Unpredictable high overtime costs as pressures mount to complete projects on time
 - High and fluctuating overheads
 - Need to provide excellent after sales service
 - A need to improve sales forecasting
 - Poor due date performance
 - Slow rates of new product introduction
 - Difficulties getting sales growth
 - Long term erosion of sales margins
 - Falling profitability

eMerge's Priority can help your company face these issues and become even more successful.

Our solution can be quickly and easily implemented and because it works the way you do, it is easily customised

The Priority Solution

Priority is a comprehensive, fully integrated enterprise management solution designed for smaller and medium sized enterprises. Designed specifically for manufacturers of all capital goods, complex configurable and engineered to order / repair to order products, it makes available all of the functionality enjoyed by big company systems at a cost affordable by the smaller enterprise. It works the way you do without causing major organisational or structural disruption to your business while it is being implemented.

Financials

Priority's comprehensive finance module includes sales and purchase ledgers, general ledger, budgets, cost allocation and profit centres, cash management and a variety of financial and consolidated multi-company reports. Payments to vendors can be performed with manual and printed cheques as well as bank transfers. Fixed assets includes depreciation calculations and assets splitting. Loans functions calculate interest schedules and automatically record payments.

Project Management

Completely integrated with Microsoft Project, projects are defined with their attributes, activities, templates, contents, payments and budgets. Projects can be attached to any type of transaction and are used to control all the planned and actual costs of the most complex activities.

Customer Service

This module maintains serial numbered parts with an audit trail for them, plus service contracts, service calls, malfunctions and repair reporting and history. Service call activity can be recorded as labour or material issues as well as expense items (e.g. mileage). Daily technician scheduling, FAQs, service quality control and a variety of reports are also provided for.

Marketing and Sales

Priority maintains customer and telemarketing prospect details, to do lists and appointment calendars. Multiple currency price lists and quotations are provided, supporting a variety of discounts and bonuses by customer. Orders can be traced from planning to shipment and there is support for FOB orders, agents and commissions with sales forecasting and a complete audit trail for orders, packing lists, shipments and returns.

Purchasing

This includes maintenance of suppliers' and sub-contractors' data, item certifications, multiple currency price lists together with a purchase requisitions and authorisation process. Purchase planning ensures efficient management of purchase demands due to manufacturing requirements. Support is provided for the request, recording and valuation of price quotations, electronic signature authorisation of purchase orders and an audit trail of orders, receipts, inspection and returns.



Inventory

Manages items, warehouse and bin locations, physical inventory counts and inspection checks. It supports multiple warehouses with automatic handling of warehouse balances and a full audit trail. There is a full breadth of inventory transactions covering all aspects of purchasing, manufacturing and sales activities including simplified assembly and stock disposal transactions.

Planning

Comprehensive advanced MRP (material requirements planning) and APS (advanced planning and scheduling) engines are provided. Finite capacity planning is based on classical Theory of Constraints to ensure the most effective use of manufacturing resources.

Production

Shop floor work cells are easily created with shifts, work calendars and periodic or single work stoppages. Departments, operations and set-ups per work cell, part or operation can be defined. Management of work orders by paper flow or electronic data control is available.

Office Management & Executive Reporting

Priority helps you manage all your business processes, smaller everyday tasks as well as top management reporting. This includes management of contact lists and appointment diaries, Human Resources, built-in email that integrates fully with other email systems, reference documentation library and easily configured executive reporting capability. An Executive Information system is available for drilling down into and analysing operational data/ transactions.

Benefits of the eMerge Priority Solution

- Reduced finance administration costs as all ledger and banking transactions are integrated and self-checking.
- Complete control of new business activities and more efficiency for your sales and marketing efforts.
- Complete management and control of your customer relationships and service personnel.
- More accurate and comprehensive project costing.
- Finger tip control of the buying and expediting environment to optimise your supply chain.
- Drive down inventory costs by managing all stock whether in or out of a manufacturing process, on or off-site.
- Choose your own level of planning complexity. Ensure your sales demand can be met by production output.
- Complete visibility of all production jobs on the shop floor with minimum administration and paperwork.
- Ability to closely monitor all the company's activities and get the reporting you need to manage the business.
- Integration and synchronisation with Microsoft® products.

Case Study

Background

Based at Loddon, Norfolk, Loddon Ltd is the world-leading producer of high quality internal stables and associated equine equipment. Their prestigious customer list includes The Hong Kong Jockey Club, The Singapore Turf Club, The Japanese Racing Association, Her Majesty Queen Elizabeth II and The Nad Al Sheba Racecourse in Dubai.

Loddon employs 50 people and manufactures high quality stables and automatic horse-walkers designed to customers' specific requirements. The main products are internal stables fitted to existing buildings so it is important to understand customers' requirements and modify standard products to suit. While manufacturing is in Norfolk they have a number of agents around the world and a wholly owned sales operation in North America.

The Issues

Phillip Jeans, Managing Director of Loddon initiated the project to gain visibility of costs. " We found that our stock control was not good and together with informal product costing processes and systems, we were not able to assess customer and sales project profitability. In addition to not having clear visibility of business performance, inadequate purchasing control and management of sales opportunities were holding the business back."

Further investigation identified the root causes of the problems:

- Purchasing could not purchase the right components at the right time and have them in stock ready for manufacturing.
- Manufacturing had too much work in progress and was unable to expedite manufacturing/sales orders.
- Components not delivered on-time, high stocks of some components and stock-outs on others.
- Low margin sales orders accepted due to inaccurate costing, resulting in manufacturing delays and reduced customer satisfaction. As a by-product the wrong margin products were being marketed. Higher stock levels and excess administration costs, highly fluctuating cash flows and reduced margins on the customer's project were also experienced.

Our Solution

Emerge Information Technology implemented a solution that provided visibility across all of the key areas of the business. Providing integrated, accurate cost information for each product, an ability to configure products to customer's requirements, deliver customer orders on time, improve customer satisfaction, choose the profitable customer orders to accept, lower inventory values, planned purchases to maximise cash flows and profitability.

Results

Better visibility of the business:

Priority generates the executive reporting that provides key business performance metrics. Accurate costing of products enabled better identification of which products were profitable and improved the effectiveness of the product-pricing regime.

Improved stock control:

Regained control of inventory and significantly reduced time spent on the monthly stock take. Stock counting went from a monthly to an annual exercise. Costly stock holding could be reduced, liberating cash for more important uses within the business.

Management of sales opportunities:

Priority automated sales procedures and built a streamlined process with greater control and increased visibility of the whole sales opportunity chain.

Product costing:

For the first time the profitability of individual projects was understood allowing better costing of standard and configured products.

Purchasing Control:

Loddon could concentrate on purchasing spend and ensure that it corresponded exactly to manufacturing requirements. Levels and timing of spend could also be more closely matched with cash-flow constraints providing much better financial management.

About eMerge

eMerge Information Technology Ltd. specialises in developing eBusiness and ERM solutions to a variety of manufacturing and commercial organisations along with excellent service and long-term commitment to customers' needs.

The company's main expertise and core business is implementing the Priority midrange ERM system and developing additional software systems in the Priority environment. In the internet and B2B world, eMerge has gained expertise using the most advanced technologies and tools providing a variety of services such as Legacy to Web, Business Process Integration, eMarketplaces and Enterprise Application Integration.

As well as providing the software tools to enable your enterprise to flourish, eMerge Information Technology Ltd. will supply the expertise and consultancy to update your business practices and procedures to compete with the best in the market.

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