

GLOBAL SHOP SOLUTIONS CASE STUDY

Genesee Global Group Inc.

Founded in 1946, *Genesee Global Group Inc.* started out as a short-run metal stamper supplying sheet-metal components to local equipment manufacturers. Over the years the firm evolved into a diverse contract manufacturer providing a wide range of manufacturing services – including machining, custom metal fabrication, specialty welding services, complex assemblies, painting and surface preparation – primarily for companies in the mass transit and aerospace industries. Based in Rochester, NY, USA, Genesee Global holds multiple weld certifications and is ISO 9001:2015 certified.



A look at Genesee Global's facility producing a wide range of sheet metal assemblies and components.



A couple of Genesee Global employees on the shop floor.

If you've been around as long as Genesee Global, you may remember what it's like to run a complex manufacturing business before the advent of ERP software. For years, Genesee Global got by with an early-version database system, which did some things well but required a lot of manual data processing. Seeing the handwriting on the wall, management began investigating ERP software products and selected **Global Shop Solutions ERP software** as its long-term business management system.

"We had two main criteria for an ERP system," recalls Chris Caschette, CEO of Genesee Global. "It had to gather **shop floor data** in real time, and it had to handle the **financial** and operational sides of the business in one integrated system. Global Shop Solutions met both criteria, offered robust functionality, and had a reputation for excellent customer support, making it the best fit for our business."

Easy Access to Data is a Game Changer

Genesee Global's two primary goals with ERP software were to improve operational efficiency and track the financial position of the business on a daily basis. Once they had Global Shop Solutions ERP software up and running, the company made immediate headway in both areas.

With the old database system, releasing and tracking work through the shop consumed an inordinate amount of time. Labor tracking was done manually and tallied up at the end of each week. Work orders, routers and other job production data was mostly created and distributed by hand. The ERP software changed all that in short order.

"The ability to input, manipulate, verify and transfer all data into the system literally transformed our business," says Caschette. "Having immediate access to the data made us more efficient and allowed us to make decisions based on real-time information. With Global Shop Solutions, we don't have to rush to make decisions because the data is all there in the system."

Caschette credits Global Shop Solutions' robust **Advanced Planning & Scheduling (APS)** module for having the biggest initial impact on improving customer satisfaction. In particular, the reverse scheduling feature helped Genesee Global deploy their resources more efficiently, thereby enabling customers to get their products to market quicker.

On the financial side, integrating the operational and finance data also proved to be a game-changer. For the first time, Caschette could access up-to-the-minute data on job costs, **inventory** status, payables, receivables and other factors that impact cash flow. With the **Financial Dashboard**, he can now get summary and detailed financial data from one customizable screen.

"The Dashboard gives me the big picture of what we owe to the supply chain above us and downstream to the customer," says Caschette. "I can also see what we're expecting from customers in receivables, giving us an instant cash position picture."

Getting It Done With Dashboards

The Financial Dashboard is just one of many Dashboards Genesee Global uses to manage the business. According to the company's Production Control Specialist, Krista Braeunle, the effortless access to data saves time and sets the foundation for delivering fast, reliable manufacturing services to their customers.

"In the past we had to walk around the shop and ask people for it if we wanted information," she says. "Now we can get it instantly with just a few keystrokes. And it's not just having access to all the data in real time. Global Shop Solutions also gives us the ability to organize, format and see the information the way we need to see it."

Global Shop Solutions' Dashboards offer a high degree of customization, allowing users to filter the information they want without having to transfer it to a spreadsheet. Braeunle uses three Dashboards every day to assist her with production control.

- **Supply & Demand Dashboard.** This Dashboard serves as a central hub for finding out anything about a customer or job simply by keying in the customer number. The auto filter/auto sort feature is a real time saver.
- **Open Work Order Dashboard.** Braeunle uses this Dashboard to issue jobs, check the status of open jobs, and verify closed out jobs.
- **Shop Floor Control Dashboard.** This screen allows Braeunle to check in on jobs in progress to ensure they are being done correctly. She can also close out jobs from this Dashboard.

"I especially like the Open Work Order Dashboard because it allows me to track jobs going to different operations, going to outside services, where parts are, and much more, all from one screen," says Braeunle.

Caschette visits the Shop Floor Control Dashboard daily to assess how time and customer requirements are being managed.

"Suppose we're overloaded on a particular workcenter," he says. "I can see where we are compared to yesterday and determine if we're doing level loading. I can also identify whether we have any gaps at a workcenter and see how we're handling them. The Dashboard tells me where to make adjustments to stay on track."

"Bottom line is Global Shop Solutions make us more competitive," he adds. "We're more vigilant about which customers work best for us and how our operations align with the requirements of potential and actual customers. We can control our costs in real time and get completed jobs to customers as quickly or quicker than our competitors. We've been using the software for 20 years now and have no plans to change because we know Global Shop Solutions will keep us at the forefront of ERP technology."



An employee working on Genesee Global's blender blades.