Pa-Ted Spring Company, LLC

Founded in 1946, Pa-Ted Spring Company is a privately-held manufacturing company specializing in the production of high-quality custom springs. Headquartered in Bristol, Connecticut, the company manufactures compression, extension, torsion, double torsion and flat springs, along with wire forms, small stampings, multi-forms, four-slide and multi-part assemblies for the automotive, pool cover, electrical, and other industries.

A few of Pa-Ted's coiling examples. Compression, extension, and specialty. Whether large or small, Pa-Ted can make it.

Some of Pa-Ted's CNC torsion projects using materials from carbon wire to stainless steel and extensive plating options.

Operating out of a 35,000-square-foot, state-of-the-art, ISO 9001:2008 certified-facility, Pa-Ted uses a wide variety of materials to produce its custom-designed wire forms, springs and stampings. These materials include basic and stainless steels, monels, beryllium copper, music wire, brass, phosphorus bronze, titanium, tungsten, nickel base alloys and more. Wire sizes range from .0015″ to .202″ for the springs and wire forms. Strip thickness for the flat springs, small stampings, multi-forms, four-slide and multi-slides ranges from .005″ to .070″.

In addition, Pa-Ted has an in-house grinding department and over 70 stations in their secondary department for those jobs that require extra labor performed by hand. Secondary department handles welding, chamfering, trimming, and special hand packing, to name a few. With a global customer base spanning North America, Mexico, Europe and Asia, Pa-Ted has many dedicated long-standing customers for whom they produce tens of millions of parts per year. Pa-Ted is also known for taking on small orders, producing difficult to make parts, and producing parts which use uncommon materials that other spring companies don't want to be bothered with.

A Global Shop Solutions customer for nearly two decades, Pa-Ted recently upgraded to the latest version of the ERP software to position the business to make full use of the software's expansive capabilities. They overhauled their entire IT infrastructure – everything from server upgrades to network switches, new computers and fiber optic Internet.

"We basically did a complete makeover of our information and production management systems," says Pa-Ted Production and IT Manager Megin Farrell. "We chose to continue with Global Shop Solutions because their all-inclusive ERP system allowed us to consolidate our systems and processes even as we downsized our servers."

"Even more, their customer service and technical support is unlike anything we have ever experienced," continues Farrell. "The service reps are responsive and very knowledgeable, and the troubleshooting process is seamless. They listened to all our questions and concerns about the upgrade, and were there to help at every step of the way."

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Immediate $10K Cash Savings

Previously, Pa-Ted needed three separate dedicated servers to manage production – one for document control, one to refresh the data every night, and one to handle the company's complex label printing requirements. Upgrading Global Shop Solutions ERP software enabled Pa-Ted to immediately jettison all three servers and run everything on one integrated database server, creating long-overdue cost reductions and productivity improvements throughout the business.

"Getting rid of the document control server was a huge time saver," says Farrell. "Every time we needed data from stored documents, we had to exit Global Shop Solutions and go into the document control server to retrieve it. Now we can link and access emails, master prints, certifications, setup cards and everything else all from within the system."

"In addition to working more efficiently, getting rid of the servers also eliminated about $10,000 a year in software maintenance costs and reduced our monthly electricity bill," she adds.

Meanwhile, Global Shop Solutions ERP software's ability to refresh the data in minutes has dramatically improved the speed and accuracy of Pa-Ted's shipping process. Previously, shipping personnel had to wait 24 hours for the system to refresh the ship schedule. Now, using the live TrueView shipping and Purchase Order Dashboards, they can prepare large shipments ahead of ship dates and address late purchase orders up to the minute, thereby reducing late shipments and shipping mistakes.

Pool cover springs are a great example of Pa-Ted's assembly operations. Their pool cover springs far surpass any competitors durability, load, and most importantly quality.

Fast, Easy Custom Labeling

Most of Pa-Ted's customers have very specific labeling requirements. If Pa-Ted fails to meet those requirements, customers can charge back up to $300 per box in mislabeling charges. In the old system, setting up custom labels required Farrell to go into the label printing server and manually print them. With more than 100 labels to print every day, this time-consuming activity interfered with her production management responsibilities.

With Global Shop Solutions ERP software's ability to seamlessly integrate with CODESOFT, a leading barcoding and label printing software program, Farrell can easily design and create unique box labels in minutes. She can automatically print customer-specific documentation with each shipment. And she can even email invoices directly to customers – without having to first export them to a third-party software program.

"In the old days, I didn't know how to design a new label," says Farrell. "Instead, I took an existing one and modified it, which required a lot of time and effort. CODESOFT makes it very easy to create new labels. It allows me to pull all the data from one location within Global Shop Solutions, and it doesn't require linking to a lot of tables. I used to dread when customers sent in new label requirements. Now, it's not a problem."

Thanks to Global Shop Solutions' constant refreshing of data, Pa-Ted's late list has become virtually non-existent. Farrell used to spend two hours creating a rush shipment webpage based on the previous night's data refresh. Now, shipping personnel simply check the Shipping Dashboard for any rush shipments.

"The best part is that we can make changes to an upcoming shipment and know that the data will automatically refresh within minutes," says Farrell. "Shipping personnel can tell right away when we need to ship something, so I no longer have people calling me every five minutes to ask about the shipping status of a job. That's priceless!"

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Reducing Outside Processing Costs

When wearing her production manager hat, Farrell spends much of her time in Global Shop Solutions' Supply & Demand screen. From there, she can perform her most important responsibilities by accessing all the information she needs from one screen. This includes constantly looking at work order details to make sure people are properly logging onto jobs, and reviewing the status of those jobs to facilitate outside processing.

Pa-Ted's highly experienced, devoted, and technically superior staff.

"If a job requires outside processing, I often check in to see if we've made the minimum lot," says Farrell. "That way we get charged by pound weight rather than a minimum lot fee. Using Supply & Demand I easily can see our part counts and quickly decide whether to send them out for processing. Before, I had to wait until the job arrived in shipping, ask them to weigh it, and wait some more until they got back to me."

Pa-Ted's customers often require them to keep six to eight weeks of finished goods inventory on hand. Accordingly, Farrell also spends time reviewing the Purchase Order Dashboard to check the status of raw materials orders, making sure their vendors are on time and following up on any late deliveries. If necessary, she can even issue material to a job while in Supply & Demand.

"Global Shop Solutions provides great visibility of the data, both onscreen and through its vast selection of reports," adds Farrell. "That enables me to create my own forecasts for customers who don't forecast very well or don't do it at all, which allows me to keep inventory turns at a reasonable level without running out of material."

Creating a Culture of Continual Improvement

Based on all the cost savings and process improvements since the upgrade, Pa-Ted has launched a company-wide effort to use Global Shop Solutions ERP software to its full capacities. Staff members are now required to sit in on the Friday Feature webinars, and Farrell has begun downloading and installing some of the nearly 1,000+ free custom applications in the Global Shop Solutions ARC Store.

"We're still relatively new to all the latest version of Global Shop Solutions has to offer, so the biggest impact has come from the way we communicate with each other," says Farrell. "Each one of us is touching a different module daily, and the open dialogue has led us to discover more and more within the software."

"The elaborate reporting functionality lets us view our data from many different angles, allowing us to make truly informed decisions in real time," says Farrell. "But what Global Shop Solutions has done for us that can't be measured is to inspire and motivate us to constantly evaluate our processes and continue the momentum to be better than we were yesterday. The all-inclusive system has opened our eyes to endless possibilities, but often it's the simple features like emailing directly from within the system that make us a very happy customer."

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