

## GLOBAL SHOP SOLUTIONS CASE STUDY

# Miller Weldmaster

Founded in 1974, *Miller Weldmaster* started out in a small garage providing welding services to local customers in rural Ohio. Since then it has grown into a global manufacturer of welding machines and technologies that help other manufacturers simplify their production processes.



*Miller Weldmaster manufactures a variety of fabric and plastic welding machines, including automatic roof welders.*



*Miller Weldmaster serves many industries such as aerospace, packaging, truck & trailer and more.*

With operations and distributors in over 100 countries, Miller Weldmaster provides custom, automated manufacturing solutions that include industrial fabric welding, research and design, and building equipment to meet exact specifications. Headquartered in Navarre, Ohio, the firm also provides training, parts and repair services, and technical support for their customers around the world.

For years, Miller Weldmaster operated the business with separate sales, production, engineering and accounting platforms that did not have the ability to communicate with each other. This required a lot of time consuming manual data entry, which significantly lengthened the time required to get orders to the shop floor and into production.

To resolve this and other issues hampering the company's production efficiency and growth, Miller Weldmaster decided to join the growing ranks of manufacturers who rely on ERP software to manage the business with one comprehensive system. After researching different ERP vendors, Miller Weldmaster selected [Global Shop Solutions](#) and went live with the software in March 2020.

### **Starting Production the Same Day an Order is Received**

When researching ERP software, management compiled a lengthy list of wants and needs in each department and for the organization as a whole. They sent this list to many different vendors, asking them which wants and needs their system supported and which ones it didn't. Global Shop Solutions quickly rose to the top of the list.

"The inability to deliver fast turnaround times can be a deal breaker for many customers," says Todd Lint, VP of Continuous Improvement for Miller Weldmaster. "In the past, it often took weeks for us to get an order for one of our standard pieces of equipment onto the shop floor and into production. With Global Shop Solutions, we can now take an order in the morning and have it in production that same afternoon."

Lint attributed the remarkable turnaround to several factors, including far less manual data entry when building BOMs and routers. This was made possible in large part by Global Shop Solutions' highly popular **BOM Compare software**, which enables the direct import of CAD and BOM data into the system.

"Since **integrating** our CAD system with Global Shop Solutions, we can now import BOM and router details directly into the ERP system without any manual entry," says Lint. "We get the finished BOMs and routers to the shop floor much faster and the data is far more accurate."

### Stepping up to eCommerce

Global Shop Solutions is also helping Miller Weldmaster accomplish another major goal – launching a seamless eCommerce site for its parts and repair services. In the past, the abundance of manual processes throughout the business prevented the building of such a site. With Global Shop Solutions' **eCommerce software**, the dream is becoming reality.

From online order processing to electronic billing and instant payment options, the software simplifies eCommerce by processing all transactions inside the ERP system. It also increases the speed and accuracy of order processing by allowing customers to enter the data directly into the system from the website.

"In addition to sending website orders directly to our ERP system, the eCommerce software also automates credit card payments and shipping and facilitates all the other things needed to make an eCommerce site work," says Lint. "Global Shop Solutions has taken our website to a whole new level."

### New Ways of Working

When the company first went live with the software, many employees saw it as a tool to continue doing things the way they had always been done, only faster and easier. Lint had a different goal in mind – getting shop floor personnel to think outside the box about how their work gets done.

"The manufacturing industry is evolving at a rapid pace," says Lint. "Customer needs are changing and we need to shift the way we work in many areas to meet those needs. Global Shop Solutions enables us to implement manufacturing best practices to make our production processes more efficient, and that requires doing some things differently than we have in the past."

"When people understand how doing things differently will make their jobs simpler and benefit the company as a whole, they become more open to change," concludes Lint. "By having all the data readily accessible in one **integrated system**, Global Shop Solutions enables us to see the big picture, venture outside the box, and change the way we work."



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*With the help of their ERP, Miller Weldmaster can now take orders online with an eCommerce system.*