Flooring Manufacturer in the U.K.

In today's rapidly-evolving manufacturing environment, an out-of-date ERP system can put companies at a competitive disadvantage that's hard to overcome. Fortunately, as one flooring manufacturer in the U.K. learned, what seems like a disaster can sometimes be an opportunity in disguise.

Wood craftsman cutting pieces to form a larger flooring plan.

The UK flooring manufacturer uses Global Shop Solutions to improve their ability to monitor key performance indicators.

A producer of high-quality precision flooring using wood from sustainably-managed forests, this company relied on the same ERP system to manage the business for nearly three decades. Then one day, without warning, their provider announced they would no longer support the system and no new features or capabilities would be forthcoming. Aware of the dangers in falling behind in ERP technology, management immediately began searching for a new ERP provider.

Their search criteria included:

- A modern ERP system that could adapt to their unique manufacturing environment

- An ERP software company committed to continually improving their software and keeping it at the forefront of manufacturing ERP technology

- An ERP system that actually did what the company claimed it could do

The flooring company found the product and the company they were looking for in Global Shop Solutions ERP software.

Preparation and Hard Work Lead to Successful Implementation
The company's ERP implementation team wanted to go live fast, and had a short and tight timeline for doing it. They experienced firsthand Global Shop Solutions New Implementations Team's motto of "anytime, anywhere, and whatever it takes," and the ERP implementation with Global Shop Solutions went smoothly, with a minimum number of speedbumps. The company sent four employees to the ERP Boot Camp at the Global Shop Solutions headquarters in The Woodlands, Texas, U.S. for comprehensive training on the system. After going live with the software, the team leader and others on the team received outstanding onsite and online support from Global Shop Solutions ERP Consultant Michelle Brown and her team.

"The Global Shop Solutions team knew exactly what we needed, and were able to quickly resolve anything we threw at them," says the flooring company ERP Team Leader.

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"We're delighted that things went well with our initial implementation," he adds. "Now we are in the heart of phase II ERP implementation, where we still have a few tweaks to make before we can get everything bulletproof. It will take a few more months to get where we want to be, but I am very pleased with the initial implementation and the progress we're making."

Brown credits the company's internal implementation team for their dedication and commitment to making the Go Live process a success.

"They did all the things you need to do to make it happen," she says. "They met regularly among themselves and communicated openly about how the process would unfold. They tested processes before going live with them. And their team leader did a great job of driving things forward."

"They had the right people on their implementation team and solicited input from other employees who know the business well," she continues. "Most important, they had the full support of company leadership, which is essential for getting buy-in from front-line employees."

Early Results of ERP Software at Their Shop
One of the flooring company's first goals with Global Shop Solutions ERP was improving their ability to monitor key performance indicators (KPIs) in a more accurate and timely manner. Their ERP team is still in the process of fine-tuning the KPI tracking process, but they can see the positive impact it will have over the long term. Already, managers can determine which jobs are not being produced in a cost-effective manner and can use the data to make decisions about how to simplify processes and reduce costs or reassess their relationship with the customer.

To assist in this process, the team leader continues to have weekly conversations with Brown. In addition, the company has implemented several custom applications to organize and format the data the way managers need to see it.

"That's one of the great things about Global Shop Solutions," notes the team leader. "It can cater to just about anything we want it to do by adding new buttons, fields or screens that fit the way we work."

Great Support from the U.S. and U.K.
Initially, the internal implementation team had some concerns about the manufacturing differences between the U.S. and the U.K. relating to the metric system, payroll and other accounting issues. As they began using the software and putting all the training and support into action, their concerns disappeared with the knowledge that Global Shop Solutions ERP is well-prepared for the U.K. market. When issues came up specific to the company's way of doing business, the Global Shop Solutions team quickly handled them.

Given the time differential between the two companies, the flooring company team also wondered about the quality of technical support they would receive from the Global Shop Solutions support team "across the pond." Again, the results exceeded expectations.

"Having our primary Global Shop Solutions contact here in the U.K. allows us to have a resource available during our hours of operation," says the team leader. "If a question arises at the end of the day, we arrange for the U.S.-based support team to work on things overnight. When we come to work the next morning, the answers we need are there when we arrive."

"It's a real challenge going from one ERP system to another, especially when you've been using one for a long time" the team leader concludes. "But we didn't have a choice – we either switched systems or got left behind. With Global Shop Solutions, we now have an ERP system that will keep us up to date today and for decades to come."

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