

Case Study: Delmar Products

The Challenge

Delmar Products was running multiple non-integrated systems. They were in desperate need of a system that handled all their ERP requirements, including planning, financials, and all other functionality that a manufacturing business demands.

The Solution

Sage 100 integrated with JobOps was selected to manage their entire operation. This suite of robust applications has the capability to manage Delmar's organization from end to end while providing flexibility for future growth.

The Results

A system that has exceeded their expectations while providing more accurate and timely information which has led to better decision making.

Founded in 1966, this family owned and operated business offers decorative plastics that are used to enhance products in many markets—including musical instruments, flooring, credit cards, lighting, snow boards, point of purchase displays, architectural accents and much more.

Laminate a Fully Integrated System for a Growing Manufacturer

The company was using multiple systems, mainly QuickBooks and Excel, and knew that they needed a system that was more powerful, flexible, and highly integrated. They had previously implemented another manufacturing system and quickly abandoned it as it was unable to fulfill their needs. Needless to say, they were highly skeptical of any software system or provider from that point forward.

CMS was called in and performed an analysis of Delmar's current business processes and workflows. Gale Chaplin, Office Manager at Delmar, knew that they needed a fully integrated ERP solution that was scalable and could handle all aspects of their business, including their manufacturing process.

Gale stated, "The most important facet of any potential new system was that it had to be able to adapt to our manufacturing process. The software can change, but the core of our business cannot. We never want to say no to a customer."



Company Profile

Company:
Delmar Products

Industry:
Manufacturer of decorative plastics that are used to enhance products in many markets

Operations:
Manufacturing, Distribution, Assembly, Supply Chain, Sales

Crafted with a Personalized Analysis

Delmar specified the core attributes that their next ERP solution must provide:

- Complete integration between all applications
- Full custom manufacturing capabilities
- Scalability & flexibility
- Ease of adoption and use
- Minimal maintenance required
- Easy access to data

After targeting their detailed requirements, CMS presented a solution - Sage 100 with JobOps. After careful analysis and multiple presentations, Delmar recognized that this solution fit their business perfectly. With over 30 employees and multiple departments, the decision to implement Sage 100 with JobOps had been made.

Once the project kick-off meeting was scheduled, Delmar's team knew that they were on their way. All their processes were reviewed and concerns were addressed during this collaborative meeting.

With all the details ironed out and a game plan put into place, together, CMS and Delmar began the process of implementing Sage 100. Soon after the implementation was planned, Delmar acquired another company which had a different business model and were operating on a totally separate system.

With CMS as their trusted business partner, their data was converted from QuickBooks, Excel and Open Systems to Sage 100. Although data was migrated from 3 different sources, the conversion was completed with expert precision. Soon after, training began with CMS' Sage Certified Consultants. Then Delmar moved onto the next stage of the project, Conference Room Pilot. Processes were tested, business modeling was conducted and refined. Delmar was ready to Go Live, drive productivity, streamline reporting, and improve decision-making.

Fabricated to Meet Current Needs and Beyond

"Sage 100 has met our expectations and beyond," stated Gale. "With this system, we are able to make better financial business decisions and see our company as a whole."

With the new Sage 100 system and on-going consulting services from CMS, Gale says, "Things are running smoothly, much more efficiently and we are much more knowledgeable about our system. CMS is always there for us and this partnership is a true success. Their technical support staff ensures that any issues or questions we have are promptly addressed and resolved."

Delmar has some future initiatives for greater utilization of both Sage 100 and CMS services. In the short term, Delmar is planning on implementing SIMs in order to help with minimum and reorder thresholds. Long term, they plan on integrating their production/manufacturing with scheduling in order to utilize Sage 100 to its fullest and begin accumulating data.

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