

Boston Centerless

Drives Efficiency with Aptean Industrial
Manufacturing ERP

Industry

Metal Fabrication

Challenges

- » Existing software nearing obsolescence and lacking analytical features
- » Manual preparation required for complex specification documents
- » Lead time for processing orders

Benefits

- » 20% increase in production with no additional staff
- » Increased on-time delivery from 88% to 98%
- » Reduced time from order receipt to the production floor from three days to one
- » Increased the volume, accuracy and timeliness of information available to decision-makers



Boston Centerless is an industry leader in supplying precision ground bar materials and grinding services, specializing in extremely close tolerances.

The Boston Centerless AccuRod® Division provides ground bars and rods cut to length for close tolerance machining applications, grinding a wide variety of materials such as stainless steel, carbon steel and alloys, titanium, tool steel, plastics and exotics. The GrindAll Division offers a range of grinding services for customers furnishing their own material or components. The PinGage Division manufactures a line of ultra-precise gages to validate precision measurements with absolute accuracy.

Old System Grinds to a Halt

In the past, Boston Centerless used manufacturing software developed as a custom application based on the Pick database and operating system. A few years ago, the program was technologically outdated and didn't provide the level of analysis needed in today's manufacturing environment. Furthermore, support for the software was minimal.

Emphasis on Support

Boston Centerless Director of IT, Robert Berger, had prior experience with another leading ERP system designed for mid-sized companies. "This ERP system was sold to us and supported by a reseller. Without a direct relationship with the software vendor, I found that it was days before someone got back to me on a support issue."



“One of the key factors contributing to the selection of Industrial Manufacturing ERP *Made2Manage Edition* is that the software is supported directly by Aptean, which makes for a much closer relationship. When I call for support, the vast majority of the time, I get a technician on the phone immediately. Sometimes, the technician solves the problem on the spot, and in other cases, he or she needs to research the problem and get back to me. In any case, the issue is resolved much faster than it would have been with the other ERP software provider.”

“Our systems and resource management are aligned with common goals that start with strategic planning and development of major goals and objectives,” Berger added. “We track our progress in achieving these goals through monthly reporting and analysis of sales, production and inventory information. This process is reinforced with daily production meetings and value stream huddles to discuss performance and improvements. One of the main tools that we have to achieve goals is the regular evaluation of our business process to reduce non-value-added time.”

Reductions in Quote-to-Delivery Lead Time

The Aptean Industrial Manufacturing ERP has helped Boston Centerless make significant contributions toward their goals. It has enabled the company to automate many of its business processes, establish uniform best practices throughout the organization, and provide a real-time source of information that leads to more-informed decisions. For example, Boston Centerless was able to fast track going live with the Aptean Industrial Manufacturing ERP by incorporating the use of the Advanced Configurator module as a tool for developing customer quotes and sales orders with a higher level of accuracy. The configurator uses wizards to ask the user a series of questions, resulting in complete and consistent orders. This allowed Boston Centerless to be more

productive with their staff and has had the cascading effect of allowing inside sales to be more responsive, reliable and efficient.

Boston Centerless customers typically order bar materials ground to ultra-precise tolerances. In many cases, they also have specific requirements for roundness, straightness and surface finish.

Depending upon the application, there may also be stringent specifications to which the material selected must conform, requiring the selection of specific heat lots that match the customer's specifications. Some customers want a copy of the mill certificate and others want a certificate of analysis on letterhead with an excerpt of chemical and physical properties from the mill certificate. And most customers want these documents to ship with the material.



“One of the key factors contributing to the selection of Industrial Manufacturing ERP *Made2Manage Edition* is that **the software is supported directly by Aptean**, which makes for a much closer relationship.”

Robert Berger, IT Director, Boston Centerless

Boston Centerless used to generate documents manually; they often typed the document for customers who wanted the letterhead certificate. Then, it was necessary to marry the certificate with the shipment manually.

“This was a very labor-intensive process,” Berger said. “Now, we enter the data for each heat lot of material into a custom table, and when the order is ready for shipment by specifying the heat lot used for that order, the Aptean Industrial Manufacturing ERP automatically generates the proper certificates with the shipper for the order.”

One simple, useful customization was accomplished as a partnership between Boston Centerless IT and the Aptean Industrial Manufacturing ERP customizations team. Typically, specifications—such as tolerances and finish—are entered into memo fields. Using FastForms and custom code, the system was modified to store critical specifications as unique fields.

These fields for analysis and reporting can now parse quotes and orders. By delivering critical operational data, Boston Centerless management is better equipped to perform the business analytics needed to improve the performance of their business and focus on how to best run and manage operations to meet current and projected customer demands.

Reductions in Quote-to-Delivery Lead Time

Through another partnership between the Aptean Industrial Manufacturing ERP customizations team and Boston Centerless IT, the system was enhanced to match the unique way the company reviews costing to generate competitively priced orders accurately. A cost/pricing screen incorporates all of the routing steps for the order. From this single screen, the user can review and adjust everything required to determine how to best price an order.

Boston Centerless has achieved significant reductions in non-value added time by regular and frequent re-examination of business processes. Their latest project is the implementation of an Order Processing Cell. The overall lead time for orders processed by the team can be reduced from approximately three days to one day with an ultimate goal of one hour, through the elimination of queues and further use of the Aptean Industrial Manufacturing ERP.

“What sets us apart is not just our ability to produce ultra-precise, industry-best ground bar stock with consistency in tolerance, roundness, and straightness, but also the speed to market and added value that we can bring our customers through our enhanced ERP system,” said Berger. “The Aptean Industrial Manufacturing ERP allows us to capture critical information and analytics or improving and further automating business processes, giving us a competitive advantage and helping Boston Centerless earn a reputation for exceptional quality and service.”



“The Aptean Industrial Manufacturing ERP allows us to **capture critical information and analytics** for improving and further automating business processes, giving us a **competitive advantage** and helping Boston Centerless earn a reputation for exceptional quality and service.”

Robert Berger, IT Director, Boston Centerless

“Overall, Aptean helps us operate at a higher level of efficiency by being more productive, responsive and reliable,” Berger concluded. “Since we implemented the ERP system, we have increased our on-time delivery percentage from 88 to 98 percent. We have improved overall efficiency, allowing us to support an increase in production in excess of 20 percent, without having to hire additional staff such as sales or order processing.”

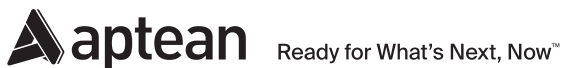
“At Boston Centerless, we hold the perfect balance of technology combined with years of experience and a vision and core values that support our ability to be recognized as a World Class Operation.”



Are you Ready to Learn More?

Interested to see how Aptean Industrial Manufacturing ERP can help you better manage your manufacturing company?

Contact us at info@aptean.com or visit www.aptean.com.



About Aptean

Aptean is one of the world's leading providers of industry-specific software. Our enterprise resource planning and supply chain solutions are uniquely designed to meet the needs of specialized manufacturers and distributors, while our compliance solutions serve specific markets such as finance and life sciences. With both cloud and on-premise deployment options, Aptean's products, services and unmatched expertise help businesses of all sizes, across many industries, to scale and succeed.

For more information, visit www.aptean.com.