

# Hammond Group

Reduces IT Costs and Increases Productivity

## Industry

Chemicals

## Challenges

- » Lengthy implementation time and growing overhead costs with a tier one ERP supplier
- » Two unsuccessful CRM system migrations

## Benefits

- » Reduced ERP-related IT costs
- » Automated generation of Certificates of Analysis within ERP
- » Complete traceability from raw materials to finished product
- » Enhanced customer service with portal access for customers



## Challenges

It was over a decade ago that Hammond Group started looking at its own processes so that it could help its customers become more productive. As a chemical company with plants in the US and abroad, Hammond Group knew that if the company was to grow and maintain its reputation for customer care, it needed to invest in systems that would cut operational costs while still focusing on its customers. They immediately turned to Aptean Process Manufacturing ERP *Ross Edition* to handle their financial and production operations and have implemented the solution with tremendous success.

“We implemented Aptean Process Manufacturing ERP and our ERP related IT costs decreased by 39% in the first year of operation,” says Gerry Kaoukis, IT director for the Hammond Group. “We monitor our customers very carefully and are very proactive with our customers. We call customers and ask them about our products, about the quality of the products and the quality of the service that they receive from us. That’s how we get close to our customers.” According to Kaoukis, knowing the information about the customer, what they buy, when they buy, how much they buy and why they buy, helps Hammond keep customer relationships strong.






## The Solution

Hammond Group implemented Aptean Process Manufacturing ERP to handle both front and back office needs. The solution provides a portal that allows customers to manage elements of their own accounts, including pulling certificates of analysis, something extremely important to its many customers in the chemical industry.

Kaoukis and Rex both say the company has made many additional process improvements that make the 39% savings even more valuable.

- **Customer Service:** When a customer calls, Customer Service representatives have a complete history of the customer on one screen, while taking the order on a second screen. It makes customer service reps more knowledgeable, and brings the customer closer to the rep. Hammond can provide customers with paperwork and reports that customers ask for. Customers can access their own certificates of analysis from the customer portal if they choose.
- **Global Management:** The ability to operate globally from Indiana gives management crucial visibility and insights into what is happening worldwide.
- **Product Costing:** The Hammond Group now has the capability of evaluating vendors supplying materials. They can guarantee landed costs, compare prices and transfer costs savings to customers.
- **Product Development:** If a customer wants Hammond to build a product for them that will give them an edge in the marketplace, the company does that and follows up in the ERP system. "It helps our customers, and they appreciate that," says Kaoukis.

- › **Quality:** Every product that comes out of the production floor is tested against the customer-specific requirements. No product leaves the dock without meeting these specifications. In the rare cases when something is produced incorrectly, Hammond has the ability to look at the ingredients and the mix, and identify if they can sell it to a customer with a different set of requirements.
- › **Regulatory Compliance:** Certificates of analysis are created in the ERP system for every product sold. Because they know that the products that come in are certified, and they know exactly what lots and materials go into every single product, certificate creation is automated, saving staff and customers valuable time.
- › **Sample Requests:** E-mail groups ensure samples are handled properly, and are delivered to the customer on-time. Sampling is handled and tracked in the CRM system.
- › **Technical Service:** All calls are managed and tracked within the ERP solution, and are available to customer service as well as the technical service department.
- › **Tracking and Tracing:** Hammond needs to know where every lot of every given material is at every time. The Aptean Process Manufacturing ERP solution provides visibility of each lot from finished product to raw materials.



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## The Results

Hammond planned for a five month implementation for the ERP System to meet a “Go-Live” date at the start of a new fiscal year. “We finished the implementation in three months and were under budget,” says Kaoukis. “I can exceed my customers’ expectations now. With the Aptean Process Manufacturing ERP, I have all the information that I need to provide my customers with the customer service and the technical service that they deserve. It allows us to be in the front of technology, and our customers see that.”

Kaoukis says that Aptean Process Manufacturing ERP has brought the company closer to the customers. “I can provide my customers with extensive data on the products that they buy. I can keep track of their technical requests. We believe that that is one of the reasons that our customers come back to us for more, and we like to be able to tell them ‘yes, we can do that for you’ when they ask us for information.”

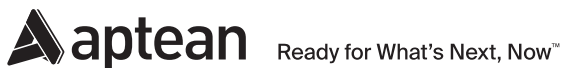
Kaoukis and Rex agree on the belief that the winners in business will be the ones who invest in technology. Rex says that companies cannot ignore the benefits that working with a top-ranked software company brings them. “When I start to see the kind of integration that happens with data collection, maintenance modules, and how much easier it makes the job in the plant, I see it as something that you have to have.”

Discover how Aptean Process Manufacturing ERP can deliver benefits for your company. Contact us at [info@aptean.com](mailto:info@aptean.com) or visit [www.aptean.com](http://www.aptean.com).



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