Sage MAS 500 provides a fluid solution for Edrich Products, Inc.

For more than 35 years, Edrich Products has been manufacturing and distributing premium metalworking fluids and industrial cleaners. With its headquarters near Detroit, Michigan, Edrich Products supplies the 'big three' automobile manufacturers and many small and midsize metal parts suppliers. The company's high quality products and unprecedented customer service have always been its hallmark. Today, Edrich Products relies on Sage MAS 500 ERP with O2 Process Manufacturing as its end-to-end business management solution, but this wasn't always the case.

Grinding Gears

The company has grown significantly over the years, and Deborah Smith, vice president of Edrich Products, found herself working longer and harder to get the information she needed to make strategic business decisions. "I was pulling data from six separate programs," Smith recalls. "I had our Peachtree accounting software, spreadsheets, databases, Word documents, you name it. I was cutting and pasting and spending way too much time trying to get the answers I needed. Sage MAS 500 has totally turned that around. I'm still so enthused and amazed at the power of this software."

Smith says the company evaluated several programs over the years, but most were geared toward distributors or discrete manufacturers, "As a process manufacturer, we're working from recipes—it's entirely different." When a local Sage Software Business Partner introduced Smith to Sage MAS 500 and O2 Process Manufacturing by Escape Velocity Systems, Smith says she breathed a big sigh of relief, "Finally somebody understood the way we do business."

Time Savings of 30 Percent

By eliminating the need to piece together information from several sources for analysis, Sage MAS 500 and O2 Process Manufacturing software is saving an enormous amount of time across the company. "My workload alone is down by 30 percent. That's 30 percent more time I have to build this business, pursue new sales opportunities, and build our distribution channel—imagine how that will translate into this business' success." Smith adds, "I might even have time for a vacation!"

Customer:
Edrich Products, Inc.

Industry:
Automotive — Process Manufacturing

Location:
Fraser, Michigan

Number of Locations: 1

Number of Employees: 30

System:
Sage MAS 500
• **Core Financials**
• **Inventory Management**
• **Warehouse Management**
• **eExecutive**
O2 Process Manufacturing

CHALLENGE

A collection of disjointed systems made gathering business intelligence information difficult and time consuming. The lack of manufacturing tools complicated forecasting and purchasing tasks.

SOLUTION

Sage MAS 500 and the integrated O2 Process Manufacturing solution provide a sophisticated end-to-end business management solution.

RESULTS

Management workload is reduced by 30%. Accurate demand forecasting reduced inventory carrying costs and increased Edrich Products' buying power. Business intelligence data aids the company's strategic planning process.

Reduction in Inventory Costs

As is the case for many manufacturers, inventory is one of Edrich Products' biggest expenses. Since implementing its Sage MAS 500 and O2 Process Manufacturing solution, the company has been able to significantly reduce its inventory carrying costs. "It's all due to the quality of the information we get from the software and the efficiencies it allows us," says Smith. "Because we're able to accurately track the movement of our raw materials, and take into account past usage, we're able to plan our purchases more effectively—which gives us better buying power."

Previously, the company might have ordered additional quantities, or expedited deliveries to be sure it had enough raw materials to meet customer demand. Now, the software provides Edrich Products with accurate demand forecasting information which makes such overstocking unnecessary, thereby saving inventory carrying costs.

"O2 Process Manufacturing is a critical part of making this solution work for us," says Smith. "It's highly sophisticated, and is fully integrated with Sage MAS 500. Quite honestly, I don't know where one program starts and the other ends. They combine to give us a real end-to-end solution."

Improvements Across the Operation

Smith says every part of the operation benefits from the solution. Quality control personnel and chemists can accurately track formulas, dynamically resize batches to meet demand or available raw materials, or make substitutions for unavailable components. The purchasing department can easily see how the delayed availability of a specific component may impact open work orders. And, while such manufacturing efficiencies were the driving force behind implementing a new software solution, Smith has noticed an unexpected benefit with Sage MAS 500. "We're able to look at our customers in new ways," she explains, "We can assign a customer ranking and a territory to each customer. Our sales reps can then get a list of the top customers in their territory and proactively make calls to those customers. It seems simple, but it is part of the personalized service we pride ourselves on."

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Customer and item purchase history, unavailable in the company's old system, allows Edrich Products to offer its customers more of what they need, when they need it—which is good for both Edrich Products and its customers.

Proactive Business Planning

Accurate, up-to-date information, available anytime is the single biggest benefit Edrich Products is gaining with its Sage MAS 500 and O2 Process Manufacturing solution. The ability to analyze information in numerous ways allows Smith and her management staff to plan for the company's continued success.

"Sage MAS 500 and O2 have opened up the 'what-if world' to us. We're no longer reacting to what's already happened. We're planning for what could happen and taking proactive steps to make the right things happen. It's making our products better and making us more competitive in the marketplace."

ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and midsized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

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Your business in mind.