

"In 2014, we went from doing \$4 million to \$8 million without increasing overhead. We're still maintaining those numbers and had no idea we could grow like that. MIE Trak paints a better picture and gives you the visibility you need."

SWITCHING FROM: EPICOR TO E2 TO MIE TRAK PRO

A case study on switching ERP systems and how it can help you grow your business.



(714)786-6230
WWW.MIE-SOLUTIONS.COM



Elite Tool LLC has been in a long journey to find the right Enterprise Resource Planning (ERP) system to fit their needs. They purchased two different ERP systems within 10 years, the first of which was Epicor, that had failed to implement and the second was E2, which they had for 8 years. In 2013, Elite Tool LLC moved on from Shoptech's E2 to MIE Trak Pro.

One year later they were able to double their revenue from \$4 Million to \$8 Million without increasing any overhead.

ABOUT

Elite Tool LLC, founded in 1993 is located in Moscow Mills, MO. Elite Tool is a Job Shop within the Military, Ground Support, and Industrial/ Commercial machinery sector. They have 56 employees and with \$8 Million in annual revenue, are currently using MIE Trak Pro ERP software, QuickBooks for accounting and are ISO certified.

Services they provide:

- CNC Machines
- CMM Inspection
- Abrasive Waterjets
- Laser Cutting
- Metal Fabrication
- Assembly

Services they provide:

- CNC Machines
- CMM Inspection
- Abrasive Waterjets
- Laser Cutting
- Metal Fabrication
- Assembly

Frank Roth, one of the owners of Elite Tool LLC, was at the company through all three ERP purchases and was a main decision maker in choosing MIE Trak Pro.

BACKGROUND

Elite Tool LLC began their search when the shop began getting busier. They had hundreds of open jobs and were tracking them through Excel spreadsheets. Facing difficulties with managing the volume of jobs, they found they were unable to track start dates and end dates, had no control and were unable to forecast. In initially purchasing their first ERP system from Epicor, Roth was a Machining Manager who wasn't involved in choosing the software. The system was a watered down version of Epicor for small businesses. The person who was in charge of implementing was unable to get it off the ground and it never went live. They essentially spent thirty thousand dollars on an unusable software.

As they began their search for another system, Frank became more involved in the process as the Plant Manager. They chose to go with Shoptech's E2. One of the deciding factors to choosing E2 was that it seemed simple to use and their employees were not very comfortable with new technology.

Unfortunately, in the 8 years they were using E2, they were never completely happy with their software. They experienced a lot of problems with system crashes, bugs, support issues, and reporting capabilities. "You might have been in the middle of quoting a job for hours and the system would just shut down. All of the work was now lost", said Roth. They were constantly in contact with E2's support team about their system problems and were assured that the bugs would be fixed in the next version update, but never were.

"You might have been in the middle of quoting a job for hours and the system would just shut down. All of the work was now lost" (On E2)

- Frank Roth,
Owner of Elite Tools LLC

Another issue was the lack of customization of reports. Elite Tool LLC would call E2 to request a report essential to running their business (ex. How many hours were left on a job) and were told that E2's platform didn't support those capabilities. Roth and his partner even went to IMTS, a tradeshow that took place in Chicago, to meet the owner of E2 where they had the chance to explain their issues to him. He was promised that the next version would come out the following quarter and solve their problems. The quarter came and went and the release they were promised never came. By then they decided they needed to start the search again for replacement software.

PROBLEM #1: LARGE ASSEMBLIES

E2 had difficulty supporting Elite Tools LLC needs as they grew. Their software only allowed a hundred line items at a time so Elite Tools LLC sales orders were constantly maxed out. In addition, E2's scheduling module did not handle assemblies well. It was able to create jobs but did not link them properly so they were unable to track the jobs properly. At the end of the day, Elite Tools LLC was fitting their processes to their ERP system and not the other way around.

How MIE Trak Pro fixed it: MIE Trak Pro was able to handle their large assemblies with more than a dozen line items easily. "We needed a software that we could grow into. MIE Trak Pro was quite a large jump in usability, capabilities and customization" said Roth. There was more than one way to do different functions and MIE Trak Pro had the flexibility to adapt to the changes that came with their changing processes.

PROBLEM #2: IMPLEMENTATION

Elite Tool LLC struggled for a year to get E2 implemented and for employees to feel comfortable using the software.

How MIE Trak Pro fixed it: With MIE Solutions, consultants came to the shop and did individual training. "We were amazed how MIE Trak Pro could integrate with daily operations. It is a software that works for the company and not the other way around." In the span of less than two months, Elite Tool LLC was able to transition fully and were extremely comfortable with using it in just a year.

"We were amazed how MIE Trak Pro could integrate with daily operations. (MIE Trak Pro) is a software that works for the company and not the other way around"

- Frank Roth,
Owner of Elite Tools LLC

PROBLEM #3: CUSTOMIZATION

They wanted the ability to have customized reports and features to fit their needs.

How MIE Trak Pro fixed it: MIE Trak Pro had all kind of reports available to fit any need. It offers tried and true templates and are fully customizable from the software. Additionally, as per Roth's request, MIE Solutions development team took his suggestion to create a "magic wand" button that schedules from the RFQ module. This function shows the start and stop date for every line item so they were able to give accurate ship date estimates to their customers. "There's so much stuff to do and think about when buying an ERP system. It's impossible to remember it all. With MIE Trak, they can customize for you. They will get it fixed. To me, that's priceless" said Roth.

RESULTS

After the lackluster support with E2, Roth was worried about implementing yet another ERP software. He found that MIE Solution's team helped tremendously in on-boarding and made him feel comfortable about his decision. Roth said "Even after implementation, I call Phil's cell phone. We have a great relationship with support."

Implementing MIE Trak Pro has increased productivity and time saving immeasurably. They are able to utilize features in just a click of a button. Elite Tool LLC were able to transition from paper files that they were still using with E2 to being able to import through EDI for better accessibility with MIE Trak Pro. MIE Trak Pro allowed them to have better control of their company and through job costing allowing them to take on more jobs simultaneously. Each employee now has job list that ultimately drove down the cost of doing business. They saved time by having visibility through customized reports and dashboards they needed at their fingertips. Through that visibility, traceability, and accurate tracking, they were able to get the reporting they needed to make decisions. Elite Tool LLC ultimately saved tens of thousands of dollars in overhead and doubled their revenue within a year of implementation.

"In 2014, we went from doing \$4 million to \$8 million without increasing overhead. We're still maintaining those numbers and had no idea we could grow like that. MIE Trak paints a better picture and gives you the visibility you need."

- Frank Roth,
Owner of Elite Tools LLC

Implementing MIE Trak Pro™ is a simple and efficient process.
We supply the support you need to make a smooth transition.



IMPLEMENTATION PLAN

Be fully implemented in 120 days following our step-by-step plan.



DATA IMPORTING

Depending on the ability to export data from your existing system, standard imports include:
Customers, Suppliers, Item Master, Open AR and Open AP.



DESIGN KEY REPORTS

Enhanced reporting features customized to fit your needs.



TRAINING

Choose a workshop in Florida or California to learn the ins and outs of MIE Trak Pro™.



SUPPORT GOING LIVE

Multiday on-site support when MIE Trak Pro™ goes live.



IMPLEMENTATION FOLLOW-UP

Multiday on-site follow up one month after going live to ensure satisfaction.

ABOUT MIE SOLUTIONS

MIE Solutions is a leading provider of production control software for the entire manufacturing sector.

MIE Trak Pro™ is an end-to-end ERP system that seamlessly integrates all business processes from the warehouse to the front office to the boss's mobile device. Everything from the robust architecture, to the massive suite of customizable tools, to the intuitive user interface is designed to maximize efficiency and agility across your entire enterprise.

Our team at MIE Solutions is devoted to help your business succeed. From our support specialists to developers, we are here to assist you in every way and provide you infinite solutions for your business needs.



"In 2014, we went from \$4 Million to \$8 Million (annually) without increasing overhead. We're still maintaining those numbers. We had no idea we could grow like that. MIE Trak Pro paints a better picture and gives you the visibility you need."

Frank Roth
Owner of Elite Tool LLC



MIE Solutions™
13252 Garden Grove Blvd, #215
Garden Grove, CA 92843

Phone: (714) 786-6230
Email: info@mie-solutions.com
Website: www.mie-solutions.com



MIE Solutions™

13252 Garden Grove Blvd, #215
Garden Grove, CA 92843

Phone: (714) 786-6230

Email: info@mie-solutions.com

Website: www.mie-solutions.com