Manufacturer opens their doors (and windows) to the future with ERP and CPQ software.

Innotech Windows + Doors Inc. (www.innotech-windows.com), is a BC-based manufacturer of high-performance windows and doors for single family, multi-family and commercial projects across North America. Innotech product offerings include European style Tilt and Turn Windows, Lift and Slide Doors, and Tilt and Glide Doors which are manufactured to superior security and performance standards.

As a thriving business, Innotech was constrained by the current configurator software that was not integrated within the ERP system. In addition, the configurator was not efficient in quoting multiple different window systems to a single client, often meaning the estimators would create multiple versions of the quote from scratch. With options that include size, colour, type, glass, and unlimited window dimensions, countless permutations are possible.

Headquarters
Langley, BC

Staff
70

Industry
Fenestration, Windows and Doors

Infor Products
Infor CSI (Syteline), Infor CPQ

Website
innotech-windows.com

Evaluation

After concluding that upgrading Innotech's existing ERP with a 3rd party quoting tool would be less reliable than sourcing a new ERP, Innotech began reviewing systems. Their goal was finding a quoting tool that would meet their complex fenestration needs and integrate to an end-to-end manufacturing-centric ERP solution. A study of many mid-size ERPs and stand-alone configurators was conducted.

'We all liked the cohesive manner that Infor went from quote to order to planning and the ability to rapidly re-quote various types of systems'

-Ted Wiebe

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To ensure it met all demands for both residential and architectural markets, a detailed Infor CPQ presentation focused on the fenestration industry's unique requirements was scheduled. Innotech's estimating team was impressed with the ability to instantly update rules, tables, formulas, lists, options, categories, and creating quotes remotely, even when on construction sites. Editing any configuration also refreshed the 2D and 3D display in front of their eyes. *'We all liked the cohesive manner that Infor went from quote to order to planning and the ability to rapidly re-quote various types of systems'* said Ted Wiebe. The depth of ESS' team's industry experience certainly provided a solid level of comfort. Interviews with other CSI customers, including Trimlite, a window/door manufacturer, regarding their use of Infor, answered any further questions they had.

Perspective

Prior to joining Innotech, Ted Wiebe (CPA/CMA; Controller) experienced Infor Cloudsuite Industrial (CSI) at a Burnaby, BC manufacturer (Raceface) and implemented other ERP's at many companies. The lack of an integrated and certified configurator of other products presented the largest challenge to Innotech. 'What I liked about some of these other systems was the ability to quickly navigate to source documents. However advanced manufacturing often came in the form of bolt-on modules. Infor is definitely a more robust, manufacturing focused system and includes stronger advanced functionality such as material planning, production and costing.' articulated Mr. Wiebe.

Business Challenges

- Complex, configured products require manual entry.
- Lack of integration with 3rd party tools
- Unable to predict finish dates to clients

Ali Sharifzadeh (Computer & Information Systems Mgr) found Infor's modern interface very user-friendly. During research, he uncovered numerous business community reviews. One such was with Travis Perkins, UK's largest distributor for building materials (https://www.travisperkins.co.uk/).

Transformation

The most anticipated improvement Innotech desired was with Customer Service. The speed to configure quotes/ orders with 100% accuracy and calculated promise dates with 99% on-time deliveries is crucial to their clients. Infor will automate complete BOM/Routing outputs, work instructions, material & labour allocations, and complete engineering of doors and windows. The 100% integration and data visibility across all departments from Marketing to Sales Orders, Shipping, Logistics, Manufacturing, Service Management, Installation and Accounting to the remote quoting will help to decrease duplicate entries and reduce errors.

The entire company will profit from the built in CRM, including capturing new leads via website or sales promotions populating as CRM Opportunities. By applying workflows, follow up CRM Tasks will be automated. Finally, to stay ahead of the technology curve and scalability accommodating growth plans, Innotech is deploying their new ERP in a SaaS environment (and in the cloud).

Business Improvements

- Fast, accurate quotes
- Automated BOM and Routings
- Reduced duplicate entry
- Accurate finish dates

Essential Software Solutions is a 100% Canadian owned ERP implementation company doing business in Canada for over four decades.