



ESS Customer Profile

## Canadian Bolt Mfg boosts Customer Service with web portal, while streamlining business processes with Infor ERP



**PACIFIC BOLT  
MANUFACTURING LTD.**

Pacific Bolt (PB) is the largest bolt manufacturer in Western Canada. Providing Forging, Threading, Bending and Machining services, for large production runs and 'one-off' pieces, all to exacting tolerances. PB also stocks and supplies a full range of bolt products required for all types of applications and industries.

Utilizing Quick Books for accounting and a separate, custom manufacturing software utilizing tablets on the shop floor, was a good first step for PB. They also attempted to use this custom software for shop scheduling and quoting. While the accounting system was satisfactory, the custom software was not integrated with material planning nor the financials. The manual and duplicate data entries required were causing PB to be reactive, not proactive and were weakening their ability to meet customer needs. As well PB's production scheduler could not track jobs in

**Headquarters**

Langley, BC

**Staff**

30

**Industry**

Metal Fabrication

**Infor Products**

Infor CSI (SyteLine),  
Infor CPQ

**Website**

[pacbolt.com](http://pacbolt.com)



progress or shop resource utilizations as the company continued to grow and expand.

To satisfy growing customer demand, PB needed a reliable and tighter method for controlling and managing production flow, decreasing cycle time, and eliminating variables on the shop floor.

Another huge expectancy for Trevor Borland (PB President) is the customer web portal, encouraging customers to create their own quotes by answering just a few simple questions,



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(such as diameter, thickness, length, size, grade and finish). Once logged in over the web, the simple quote pricing is created, and the ability to calculate promise dates real time will attract even more business. With just a few keystrokes, quotes can be easily converted to new orders, instantaneously updating the accounting and manufacturing data

## Business Challenges

- Lack of business visibility
- Old customized system
- Unable to effectively schedule production
- Too much manual and duplicate data entry

## Functionality, Built In

PB investigated many ERPs including Acumatica, Syspro, Microsoft, plus an industry specific system. It was apparent that Cloudsuite was uniquely designed for manufacturers, as it included advanced features (for example shop scheduling and web portals) that other ERPs offered only as 3rd party bolt-ons. Integrated shop scheduling will be paramount for PB to improve on-time delivery to world class excellence.

## Local References

As a last step in evaluating ESS and Infor, PB spoke with other Infor customers in BC (Aggressive Tube Bending & QImaging) reconfirming all their assumptions regarding software capability and local support.

CSI will provide instant inventory/warehouse control via the new Warehouse Mobility barcode system. 100% integration to inventory and accounting will improve employee utilization, efficiency and effectiveness.

*“Of all the ERPs appraised, PB’s employees found Cloudsuite very intuitive. ‘Cloudsuite was one of the most expensive system we evaluated. It was the only ERP that did everything in one integrated system. Having ESS local support is icing on the cake.’*

*- Trevor Borland.*

Mr. Borland is also very excited about Infor’s Web configurator (aka Customer Web Portal) and looking forward to improving PB’s customer service to levels even further. ‘Customers can log in and have information real time, instead of waiting for us to check around and call back to them.’ The Customer web portal will not only increase customer satisfaction, its ease of use will inspire customers to enter their own quotes/orders immediately, attracting new business and increasing sales.



Finally Cloudsuite's ability to attach documents where needed, as well as tracking non-conformance and corrective actions, will improve PB's quality and tight tolerances even further towards the ultimate goal of improved customer satisfaction.

PB is thrilled to join the fast growing family of ESS happy customers in Western Canada.

### Why CSI was the right choice for Pacific Bolt

- Web Portal for ecommerce is built in
- Robust product configurator reduces errors and automates processes
- Easy to manage inventory system
- Quality module that meets industry requirements.
- Real time information presented in user definable dash boards
- Seamless flow of Operations and Financial data

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



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