



CASE STUDY

ERP Product Selection and Implementation for a Growing Florida-based Enterprise.



Leveraging improved technologies to help HESCO deliver on its “just what you need, just when you need it” customer promise.

Background

HESCO is a medium-sized distribution company located in the heart of Florida. They specialize in high-volume transactions supplying companies across the country with grower and packer supplies, shipping supplies, industrial adhesives, janitorial supplies and harvest/storage bins.

The dynamic nature of the business and the significant competition in this industry pushed HESCO to look for a more highly integrated and efficient Enterprise Resource Planning (ERP) software package with more robust Inventory Management capabilities than their old system. The existing AS/400 ERP environment was outdated, with many customizations to support the shortcomings of the software, thus making the upgrade path incredibly inefficient and cost prohibitive to achieve a modest improvement.

HESCO was in need of more streamlined daily operations, robust technology, better reporting and user-friendly interface.

The Approach

HESCO engaged MXOtech as its technology partner and advisor on new ERP system selection.

The MXOtech team conducted Business Process Reviews with key HESCO users to analyze their current business processes and determine gaps relative to best business practices in their specific industry.

Important topics like part numbering (sequential vs. descriptive), warehouse space optimization and better Inventory Management practices, financial reporting and better customer relationship management (CRM) tools were some of the areas reviewed for improvement.

A robust new solution – EPICOR 9 – was selected as the new system for HESCO. EPICOR is one of the top ERP vendors in the US, and specializes in manufacturing, distribution, retail, professional services and other solutions for small and medium enterprises. The application is built on Microsoft’s reliable .NET platform and though it is extremely feature-rich right out-of-the-box, it also offers easy customization options to meet any customer’s unique needs.

CASE STUDY

State-of-the-Art Technology
 Scalability, Efficiency & Transparency
 Streamlined Shipping/Receiving
 New Scan Gun Functionality
 Unsurpassed Reporting

Solution

MXOtech took the lead on this implementation in every single aspect – from the selection and set up of the networking environment, installation and configuration of the EPICOR 9 software to project management, budget projections and monitoring, and direction of the user team. The backend was provisioned on an environment featuring Windows Server 2008 R2 with SQL Server 2008 R2 databases. Terminal Services server was configured to support the scan gun operations. MS SharePoint was utilized as a customer/vendor facing portal, fully integrated with Epicor, to allow convenient self-service functionality and as a project management tool to organize the actual implementation project.

MXOtech worked hand-in-hand with the HESCO key users on testing the application and together conducted many ‘proof of concept’ sessions to confirm that the new system is set up and working properly from a technical and business process perspective. Integration with other current systems that were in place at HESCO (like the eCommerce solution) was also considered and carefully evaluated to ensure the continuation of the business flow.

Results

With MXOtech’s leadership, advice and direction, HESCO implemented a state-of-the-art ERP solution to support their growing activities and customer base. The improvements in the Inventory Management area alone - which includes new scan gun functionality and more streamlined shipping and receiving practices among others – will allow HESCO to handle their operations with the same number of warehouse staff even after they acquired a new company, similar in size, and added another warehouse location in central Florida. In addition, internal business processes have become more efficient, transparent and collaborative with the new system while the capabilities for financial reporting, dashboards and data analysis are unsurpassed.

Technology

- ERP Software: Epicor 9
- Platform: MS Sharepoint 2010

