



Wire Rope Terminals & Tools Manufacturer plugs into VISUAL ERP Software

Loos & Co., Inc. Cableware Division is a QPD (Qualified Producers Database) manufacturer of terminations, connectors and fittings for wire ropes and cables and are a Qualified Manufacturer with the US Government.

Their fittings are qualified under MIL-DTL-781 and MIL-DTL-8878. Specializing in MS, AN and NAS parts, their stainless steel hardware is the finest quality in their industry. The Cableware Division has achieved ISO 9001-2008 certification.

The majority of their manufacturing is devoted to Military Specification wire rope fittings, connectors and terminations. Several hundred product numbers are manufactured and warehoused in their Naples, Florida facility. Additionally, Loos & Co., Inc. Cableware Division manufactures the swaging machines and tools needed to connect their manufactured hardware to the various types of wire rope. Additionally, they are the exclusive United States importer of FELCO brand cable cutters from Switzerland, the most trusted cable cutters in the business.

Why a new ERP?

They could not easily generate a Quote, receive alerts to follow up on them, or even generate trend analysis reports.

- They couldn't adequately share company-wide data real-time.
- Training new employees on their previous ERP was time consuming and difficult.
- With their Government contracts, enforcement of policies and procedures compliance or even a "simple" way of alerting policy changes, was not a 'nice to have' anymore, it was mandatory.

The customer service provided by their previous ERP vendor was less than stellar. Therefore Loos began to investigate an ERP that would tie manufacturing operations with inventory, purchasing, shop scheduling, and operational work flows and at the same time provide real-time data access.

"We had been on Epicor 9 for years and were in the midst of testing and evaluating the newest version, Epicor 10, before we decided to contact Synergy", said Jason Bardaville, Loos IT Manager.

Due Dilligence

After viewing a presentation, their VP of Operations remarked, *“That is the first system I have seen that can do what I do manually on a daily basis”.*

“I am amazed at how little hardware it takes to run such a robust database and user interface”, said Jason Bardaville, Loos IT Manager.

“VISUAL seems to be far less complex than our current ERP and meets our company’s requirements in a simple and understandable manner. I was very impressed with the Total Quality Management system which addresses ‘cradle to grave’ traceability which is imperative in our business”, remarked Loos Systems Analyst.

“When we started this process, we only wanted a solid, stable ERP that provided real-time data access”, said Bardaville. *“VISUAL will not only provide that, it will play an important role in our overall corporate strategy as we grow our core business and diversify into new opportunities. The fact that our sister company in CT already had been using VISUAL for years, weighed heavily in our decision. Their glowing feedback confirming VISUAL’s robust capabilities and ease of use, made it the obvious choice.”*



Eastern US Local Support

Synergy Resources has service offices in many locations up and down the eastern seaboard. Loos & Co. Cableware Div. decided to use Synergy Resources to aid in the Implementation of this new software to provide a smooth transition. Their previous ERP vendor support was lacking, and Loos was excited to learn Synergy has been implementing VISUAL at hundreds of manufacturers for over 20 years. *“Synergy’s responsiveness also helped tip our decision”,* said Bardaville.



Remember, ERP is only a Tool

'We were finding that our current ERP vendor made many promises, but when it came for action the software just couldn't stand up. We have been looking for a solid database and easy to use graphical interface for our users, which will increase our efficiency and translate to increased profit and we believe Visual can provide us with just that.' We also anticipate Visual to centralize processes that currently take place outside our current ERP with 3rd party software.'

Their expected benefits are too long to list but include:

- Improved information accuracy and accessibility meeting their information demands.
- Better control and understanding of workload capacity and production demands through scheduling.
- Gain Company wide, real-time visibility into one source of data, improving their decision-making.
- Improve control over labor and materials by improving the business processes, reducing inefficiencies and material shortages.
- Capture costs at the moment changes occur, ensuring accurate and real-time actual costs.
- A much better handle on shop scheduling, recognizing and resolving capacity constraints, as well as providing real-time shop floor feedback and workload forecasts.
- Collect and control Quality Assurance data in one source, standardizing and streamlining all quality processes.
- Provide their customer service representatives the tools to quickly respond to customer demands, improving customer satisfaction and utilizing the 'Train of thought drill down'.

"VISUAL's Scheduler will increase our staff's efficiency and utilization so as revenue increases, we will not need to add additional administration overhead" stated Bardaville. "Our growth plans demands detailed operations and work order visibility. Today, not having information at the ready, costs us valuable time we could be using to improve our customer experience through quicker shipping times and improved accuracy in parts sales. Now customer service will be able to immediately communicate job statuses. All customer information will now be at our finger tips. VISUAL will be a shot in the arm to our day-to-day operations."