

# OS&B automates and transforms operations with SYSPRO

## At a Glance

### ORGANIZATION

Oakville Stamping & Bending Limited (OS&B)

### REGION

Canada

### KEY CHALLENGE

Job scheduling, optimizing production line, meeting delivery timelines and eliminating paper-based processes

### KEY BENEFIT

Process automation and efficient job scheduling

### INDUSTRY

Metal fabrication

### END USER MARKET

Plumbing wholesalers and contractors. Global OEM brands.

### SOLUTION

SYSPRO ERP, SYSPRO MOM, SYSPRO MRP



## Customer Profile

Headquartered in Ontario, Canada, OS&B is a leading manufacturer of bathtub overflows, drains, fittings and other plumbing parts. Established in 1975, OS&B manufactures for and supplies to plumbing wholesalers and some of the largest OEM brands in the world. They offer in-house product design and testing to address specific business requirements. Over the years OS&B has expanded and acquired other companies in the plastic molding business.

## The Business Challenge

Early on, OS&B used to receive numerous small orders for various SKUs from their customers. Since the quantities were small, they leveraged several third-party tools with SYSPRO ERP and built a custom application to automate processes and get jobs done in a single day. However, as they grew, their order sizes increased, and their custom applications could neither account for the lead times they needed nor organize daily production requirements. They wanted a way to efficiently utilize their work-centers and fulfill orders on time and needed a solution flexible enough to facilitate business process customization.

## The Solution

OS&B relied on the foundation that they had built with SYSPRO and worked with Phoenix Systems, a SYSPRO partner, to efficiently manage their manufacturing operations. SYSPRO's Material Requirements Planning (MRP) module was implemented so that parts are available at the right time for production and capacity utilization is optimized. Then, OS&B chose SYSPRO's Manufacturing Operations Management (MOM) solution to streamline job scheduling.

## The Outcome

OS&B gained the ability to optimize capacity utilization and clearly determine the lead times required to produce SKUs in specified quantities without manual intervention. SYSPRO's open architecture facilitated integration with their third-party tools to automate and customize business processes which significantly reduced errors.



**SYSPRO is an important strategic core platform for us to manage our business and keep us organized.**

- **Kevin Ernst**, General Manager at Oakville Stamping & Bending Limited



## Optimizing production with efficient operations management

OS&B needed a way to summarize all the production requirements from various customers on a daily basis. By organizing production for a particular SKU in one go they could more efficiently utilize capacity. "So, for example, if we have SKU #1 with 10 jobs against it, we need a way to summarize that daily into one line for production staff. The operators need to know that they have to make 100 units of that SKU which would complete 10 orders of 10 each, but set up only once for those 10 orders instead of rearranging production setup and shuttling between different SKUs to complete different jobs," said Kevin Ernst, GM, OS&B.

To enable this, they created their own system called 'Drive-thru' with the help of Phoenix Systems. When an order was entered into SYSPRO, the job was scheduled through 'Drive-thru' via SYSPRO Business Objects for the day before the ship date. It summarized all quantities for all units so the production staff could pick sub-parts based on the information provided and bring them to the work-center for final assembly. However, when they started receiving larger orders, they could not determine whether they would have enough time to produce the required quantities as the system only showed production quantities a day before they were due to be shipped. OS&B has been using SYSPRO's Material Requirements Planning module which has helped them plan the purchase of parts so that they are available at the right time for production. With the help of Phoenix Systems, they have also implemented SYSPRO's Manufacturing Operations Management (MOM) solution to help them accurately schedule jobs based on capacity.

"Today, we are at a stage where a single SKU could take up to two weeks to produce and our 'Drive-thru' systems didn't manage that very well. While we have the flexibility to say how far the operator can overwrite the date, it still requires someone to manually review the order and plan for it to meet the ship date. With SYSPRO MOM we will have the flexibility to properly schedule jobs and the 'Drive-thru' program will be obsolete," added Ernst.

## Automation is key to maximize efficiency

OS&B also wanted to automate various processes including order processing and shipping. For this they augmented SYSPRO's capabilities by integrating with other programs. While they received most orders through SYSPRO EDI, there were customers who used email instead. OS&B used another program to convert that information to an EDI document which would then be ingested into the system automatically for further processing.

For shipping, they leveraged SYSPRO's custom form fields with another program. "When the packing slip is generated, the program automatically produces a commercial invoice and the documents required by US customs. So, nobody has to ever manually fill out any forms. All we have to do is print labels and paste them onto boxes. We want to eliminate every unnecessary human touchpoint throughout the manufacturing process. Phoenix not only has the ability to customize the capabilities of SYSPRO, but they came to the table with the knowledge and experience that helped us solve our business problems," said Kevin Ernst, GM, OS&B.





## About Phoenix Systems

Phoenix Systems' business philosophy and consultative approach to client relationships ensures that their customers receive the highest level of industry expertise, strategic direction, product management and support. Phoenix Systems thinks outside of the ERP box to provide personalized solutions to meet the rigorous needs of manufacturers and distributors. They have branch offices located across Canada and the US and more than 40 years' experience delivering effective business-critical solutions to clients. They are a "Business Solutions Specialist" and a SYSPRO Elite Partner.

## About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

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Learn more about SYSPRO's solutions for Metal Fabrication industries.  
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