

# Primex optimizes SYSPRO for growth and competitive advantage

## At a Glance

### ORGANIZATION



### KEY CHALLENGE

- Share common data across the enterprise
- ERP solution with a flexible, open architecture
- Agility to add, upgrade and swap components

### KEY BENEFIT

- Interoperability between SYSPRO, Microsoft® and other software
- Enhanced collaboration process
- Reduced duplicate data entry
- Information at management's fingertips
- Increased scalability and flexibility
- Easy and secure access to data
- Improved competitive advantage

### INDUSTRY

Plastics and Rubber

## Customer Profile

Headquartered in Langley, British Columbia, where the company maintains a manufacturing facility and two warehouses, Primex Manufacturing specializes in the design, engineering and fabrication of proprietary plastic injection products.

The company has a variety of offerings, including a comprehensive line of HVAC venting solutions, but the enclosures it makes for telecommunications companies such as Telus, Rogers, Bell, and Shaw are its most important product. In addition, Primex's business development team works with customers and prospective customers to find solutions to their needs and help them better service their customers. The development team also attempts to predict the plastics products that will be needed in the future.

Established in 1971, Primex works closely with telecom customers to design cabinet-style enclosures that house cable, networking wires and hardware, and provide protection from external factors such as rodents and weather.

Vickie Heese, Director of Finance for Primex, says: "Each enclosure design is built specifically to answer the needs of today's broadband installers. What sets us apart from the competition is our ability to design, customize, and deliver a top-quality product that meets every one of our customers' enclosure needs, whether it's for copper wire, modern fiber optics, modems or routers. The versatility of our products helps telecom and cable companies manage the transition to broadband with less cost and with greater flexibility and adaptability for future technologies."

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*"Rather than forcing us to design our business around inflexible procedures, SYSPRO allows us to use the tools we find most practical for running our business. In the final analysis, that's good for the company. It increases our ability to survive and grow in a competitive marketplace."*

- **Vickie Heese**, Finance Director, Primex Manufacturing

## The Business Challenge

Primex Manufacturing identified a need to share common data across the enterprise, and recognized that an Enterprise Resource Planning solution was the optimal way to expose and consume information from all its mission-critical systems. The company's requirements called for a flexible, open architecture that would provide the agility to add, upgrade and swap components.

## The Solution

For the past 15 years, Primex has run its operations using SYSPRO software. The SYSPRO modules used by the company include General Ledger, Accounts Payable, Accounts Receivable, Work in Progress, Inventory, Product Configurator, Bill of Materials, Sales Orders and Cash Book.

"One of the things we really like about SYSPRO is that it works with the other software we use to run our business. We find the interoperability of SYSPRO with Microsoft and other software to be very useful, especially when it comes to writing reports," Heese says.

"SYSPRO's General Ledger module is really good at capturing the information we need to run the company, and without it we couldn't do our reporting. However, I prefer to create the reports themselves using Power Pivot, the data analysis tool in Microsoft Excel."

## The Outcome

SYSPRO is instrumental in facilitating the collaboration process between Primex and its client companies. "One of our customers will ask for a solution, and our engineers and designers will create a prototype, after which the company might say 'Great!' but ask us to change the design a bit. We work together to perfect the mold, and then we manufacture the product. All of this is made easier by working in the flexible environment provided by SYSPRO," Heese says.

Mark Campbell, Primex's Senior Manager Inventory and Order Fulfillment, is the primary SYSPRO user in the company outside the financial side of the business. "Like many manufacturing companies, we use a variety of business software applications that need to exchange information," he says. "We need to connect external devices such as barcode scanners to our ERP, and SYSPRO's Integration Framework allows us to do all that. It also improves information sharing, reduces duplicate data entry and enables data to be stored in one place for consolidated reporting and analysis."

According to Campbell, SYSPRO is the financial and operational backbone of Primex, but off that backbone the company runs a number of specific third-party solutions. "For example, we use Compuplus's ABC barcoding software,

LabelView to design and manage our barcode labels, Microsoft Dynamics CRM, Excel Power Pivot, and Budget Maestro by Centage. We also have three access databases that were developed by students from BCIT as a summer project and that they continue to maintain. Thanks to SYSPRO's .net Solutions, we have all of the company's information at our fingertips on a continuous basis, and we can use the software of our choice to access, feed, and mine our data."

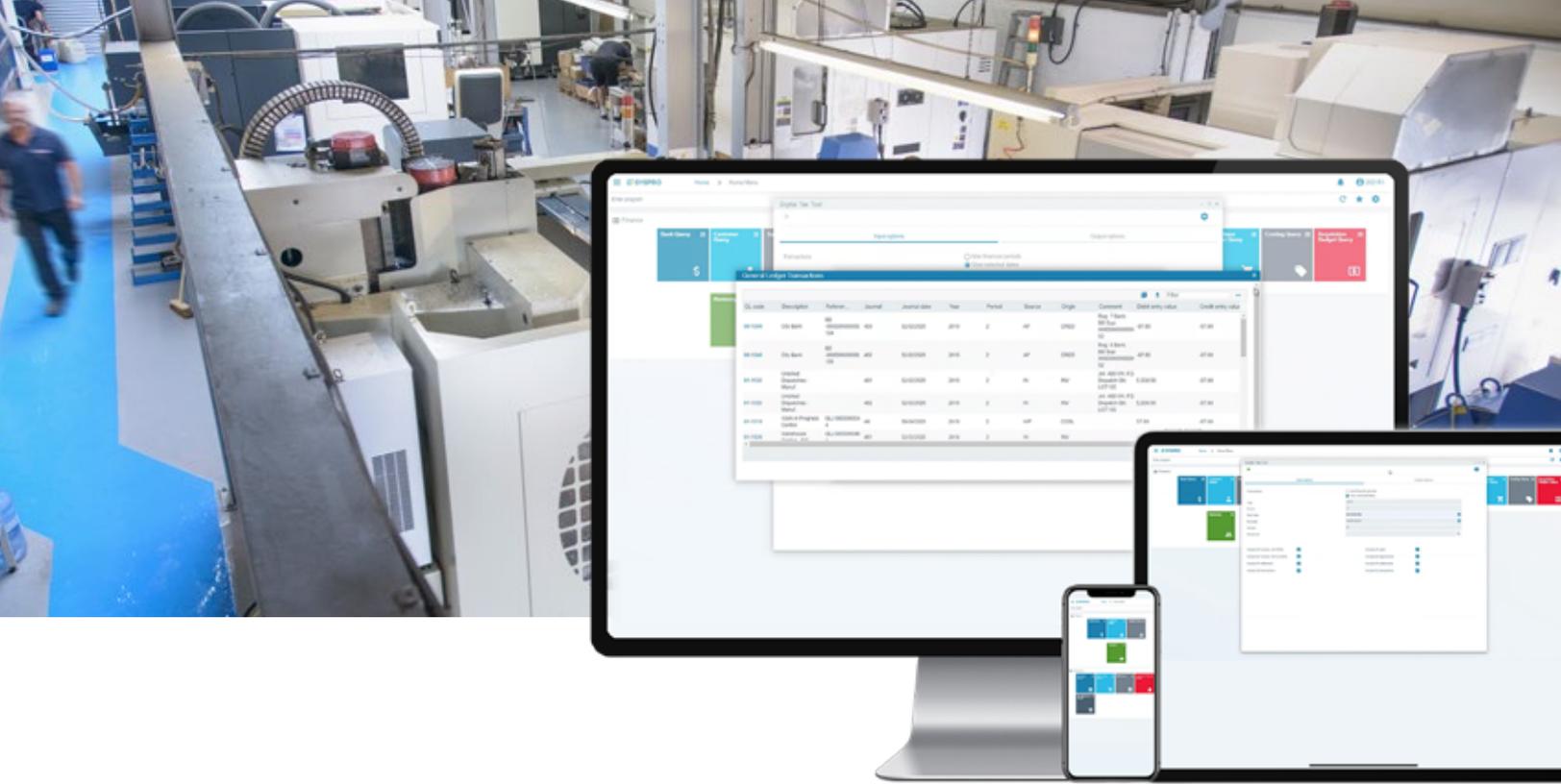
SYSPRO's .net Solutions facilitates integration with other operating environments, including Microsoft Windows®, Microsoft Office®, Microsoft SQLServer, UNIX and Linux. By utilizing a multi-platform software product, companies such as Primex gain scalability and flexibility, and are able to select the exact functions needed to increase operational control and efficiency.

Based on the Microsoft .NET Framework, SYSPRO's e.net Solutions allows the integration of third-party software, external devices and business systems, and cloud-based applications. For example, SYSPRO can be extended to integrate with external applications such as shipping companies' tracking systems. In addition, SYSPRO e.net Solutions facilitates the integration of SYSPRO with scanning and Smart technologies, streamlining picking and packing processes, as well as inventory stock takes.

Working through the SYSPRO e.net Solutions interface maintains the security and integrity of the core SYSPRO ERP system, while allowing external applications to safely access data. Furthermore, SYSPRO Office Integration allows users such as Heese to easily and securely access SYSPRO data through their favorite Microsoft Office products, even though SYSPRO may not be installed on the client machine.

"Rather than forcing us to design our business around inflexible procedures, SYSPRO allows us to use the tools we find most practical for running our business. In the final analysis, that's good for the company. It increases our ability to survive and grow in a competitive marketplace," Heese says.





## 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 the plastic and rubber industry. [Click here](#) or contact us on [info@ca.syspro.com](mailto:info@ca.syspro.com)

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