Quadco improves process efficiency with SYSPRO

At a Glance

ORGANIZATION

Quadco Group

REGION

Canada

KEY CHALLENGE

Process control, lack of visibility, manual processes across disparate tools

KEY BENEFIT

All data in one place, automation enabled inter-departmental connectivity

INDUSTRY

Industrial Machinery

END USER MARKET

Forestry and logging. Timber harvesters.

SOLUTION

SYSPRO 7

Customer Profile

Quadco specializes in manufacturing mechanized forestry operations equipment that includes cutting tools, saw discs and attachments used by loggers. Established in 1989 and headquartered in Montreal, Canada, Quadco has facilities in Canada, the USA and New Zealand. Their products are available worldwide and they own over 40 patents in various countries.

The Business Challenge

Quadco purchases raw materials to produce various subparts which are then used in other jobs to manufacture the final product. Losing track of hardware from one job to the other across systems was a real concern. Quadco wanted to organize all their data in one system so that they could gain visibility of their entire production process from raw materials to subparts to final product, all the way to the customer. Since their customers could customize products when they order, Quadco needed their system to have the capability to record customer preferences and help them fulfil reorders in the future. As their operations grew, they expanded overseas. They also wanted to streamline and automate the documentation process between their regional offices so that products manufactured in one location could be sold in other markets efficiently.

The Solution

Quadco chose SYSPRO ERP and worked with SYSPRO's partner SHEA Global to create processes that automated intracompany transactions across different regions. Quadco has been able to create a complete Bill of Materials for their wood cutting products and they use SYSPRO's Work in Progress module to track all product modifications and log them for ready reference.

> " SYSPRO is a great software that has regrouped all our departments. We have been able to integrate everything into one. It is extremely flexible and fully customizable."
>
> **Lissa Cayer** – Director of IT, Quadco

SYSPRO™
Say Yes to Next

The Outcome

Quadco relies on SYSPRO for managing their entire business. They have visibility of their parts and sub parts from sourcing all the way to when the products are sold to their customers. Each customer's preferred product configurations are recorded so that reorders can be easily fulfilled. The automation between their global locations has eliminated manual intervention, saved a lot of time and reduced the number of errors that resulted from manual processes.

Organizing operations to meet customer requirements

Some of the wood-cutting products Quadco produces include cutting discs, and the heads on which these discs are mounted. When their customers place their orders, they can choose which way the cutting disc goes – either on the left or on the right of the head. It was difficult to keep track of these product configurations for each customer as all this data was stored in different systems or on paper.

With SYSPRO, Quadco was able to create a comprehensive Bill of Material for all their products and can now effectively track parts and sub-parts from source. They use SYSPRO's Work in Progress (W.I.P.) module to track and control all the different configurations in which the product needs to be manufactured.

"The products we manufacture are expensive. So, we wanted to offer our customers the choice to determine certain preferences when they order from us. We needed a system that gives us the ability to efficiently manage these customer requests," said Lissa Cayer, Director of IT, Quadco. "SYSPRO allows us to control production and track complete history for each customer. They come back to us after years and we can now tell exactly what they need and, if there is an improvement in the product, we could offer it to them," she adds.

Automation driving efficiency, reducing manual efforts

Quadco manufactures primarily in Canada. As they expanded to other regions of the world, they wanted the ability to organize and automate stock transfers between different locations and have the capability to ship products to customers directly. With SHEA's assistance they were able to create a double invoicing program which automates the creation of sales orders, invoices and purchase orders in different regional offices when an order is received from outside Canada.

"When we received an order from an overseas customer, we had to create two invoices for one purchase order. One in the regional location that was given to the customer and another for the Canadian company from where the stock had to be shipped. These had to be linked together to make sure the trail is maintained," said Lissa Cayer. "SYSPRO is so customizable that today all the documentation required for drop shipments are created automatically. All we have to do is specify that this is a drop ship while creating the sales order and add freight. SHEA really did a great job at enabling this for us. It has saved us tremendous amount of manual work," adds Cayer.

About Shea Global

SHEA Global, a SYSPRO Premium Partner, challenges customers to look beyond the status quo and make their Business Better. Their passion is guiding customers to achieve business excellence. SHEA is a global provider of Demand Driven methodologies and solutions focused on transforming supply chains supporting customers in 25 countries from offices in Canada, US, UK, India, and the Philippines.

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.

Learn more about SYSPRO's solutions for Industrial Machinery industries.
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