

Aerospace and Defense Electronics Manufacturer Streamlines Operations With Finesse

Senior Systems Technology had been conducting business much the same way as most other contract electronics manufacturers – see what business you can attract and try your best to service that business. “What the past 10 or more years has taught the industry, however, is that we can not continue to conduct business as usual. Through the defense industry downturn in this country to the Asian economic crisis, to the telecommunications bust to the latest uproar over manufacturing outsourcing offshore, the message is clear to all contract manufacturers. The need to diversify has never been greater. We can no longer be subject to the whims of one or two large customers. Rather, we must be able to identify the range of target markets in which we can excel and then offer the full spectrum of superior services to those markets” stated Bill Johns, President of SST.

“To do this we must be able to capture all of the information necessary to manage a variety of business models at the same time for different customers, while providing the level of details our various customers {and the agencies that oversee them} need for their purposes. Long gone are the days of just manufacturing a better mouse-trap. Today’s customers not only want the better mouse-trap, they want to know your cost structure for materials and labor, they want to know the lead times of the materials and how to positively impact lead times, they want to know exactly where each project is in the manufacturing cycle and when they will receive it, in short they want to know everything about the manufacturing process that they would have known if they chose to manufacture it themselves” added Tim Morrissey, Vice President of Program Management. “We can only excel at this business if we are a proactive metrics-based organization” added Bill, “we must capture all of the relevant details of each of our operations, as well as how the data differs for each business model in order to be able to respond to each customer need – as only in so doing will we be able to maintain and expand our market share”.

Historically, SST was capturing what information it could with a legacy accounting and supply chain system along with numerous Excel spreadsheets. The antiquated business information system SST was using was modified hundreds of times in ways that prevented any upgrades – even though upgrades would not have solved the problem. Further, the system could not capture the level of detail needed for the various business models employed. SST clearly had to make a change.

After reviewing dozens of competing systems, and taking the time to participate in demonstrations of the leading systems, SST and its consultants hired to assist with the evaluation, chose Enhanced Systems & Services’ Finesse ERP system. “We liked the fact that Finesse is a completely integrated system capable of capturing all of the details we need to manage our business, as well as some we hadn’t thought about” stated Bill Johns. “I believe that once Finesse is fully implemented we will be able to prepare and present the detailed level of reporting our many customers and governmental agencies require” added SST’s Controller, Angela Muki. “Finesse will not only allow us to capture all of the information we need, it will deliver cost and time savings by streamlining the entire process of obtaining the information we need – eliminating repeated entries, and delivering all of the reports we need without the need for custom programming” added Bill.