

## FINESSE® IN ACTION

SERMATECH SAVES MONEY, IMPROVES MARGINS AND PRODUCTIVITY WHILE ENABLING EXCEPTIONAL CUSTOMER SERVICE WITH INTEGRATED FINESSE® ERP SYSTEM.

SYSTEMS &  
SERVICES  
**ENHANCED**



COMPANY:  
SERMATECH MANUFACTURING  
GROUP

INDUSTRY:  
PRECISION COMPONENTS FOR  
THE AEROSPACE INDUSTRY

NUMBER OF EMPLOYEES:  
500

## RESULTS AT-A-GLANCE

Through cross-the-board integration with Finesse, Sermatech now has on-demand access to vital project information as well as tighter control within their accounting and purchasing departments. The result is increased accuracy, lower project costs and maximum efficiency throughout operations.



**THE SITUATION: REAL-TIME DATA SHARING AND NEED FOR INTEGRATED INFORMATION FORCED EVALUATION OF BUSINESS SYSTEM.**

Sermatech Manufacturing Group, a worldwide producer of precision components for the aerospace industry, was at a crossroads with its business management software. The original 1980s software ran on a VAX VMS system and was outdated. They needed a more robust, deeply integrated system to guarantee critical company-wide access to real-time operations data. As Ken Knollman, MIS manager for Sermatech Manufacturing Group, puts it, "The old system was reliable but dated and unable to extend beyond accounting and purchasing. The system did not allow us to instantly access important information that would enable us to become more cost effective. Information was fragmented. By upgrading, it would enable us to out-manuever our competition."

Sermatech was looking for an enterprise solution that would consolidate information to a single source and be accessible to all within the organization. "Our requirements were fairly broad. In addition to producing precision aerospace components using advanced materials, we also manufacture the complex electro-chemical machining (ECM) equipment used to produce them. These huge forging machines are very sophisticated and take three to four months to manufacture. We needed a system that could accommodate multiple manufacturing disciplines. Our committee found a system that not only had everything we needed, but also offered the flexibility we required."

**THE SOLUTION: AN ERP SYSTEM PROVIDING INSTANT ACCESS TO VITAL INFORMATION AND A COMPLETE SOUP-TO-NUTS PICTURE OF AN ENTIRE PROJECT.**

After researching numerous ERP systems, Sermatech decided on Enhanced Systems & Services' Finesse ERP system. Finesse met all of Sermatech's requirements with its broad functionality and deeply integrated modules. "It gave us the opportunity to bring together many disparate pieces of information and data, and integrate them into one system with a user-friendly interface. Now everyone has instant access to critical information as well as an overall view of an entire project from cradle to grave."

Knollman believes that Finesse has definitely helped Sermatech better track complex projects. "We're in the aerospace industry and everything we do needs a detailed record. If a plane goes down, our customer may request details and serial numbers about a certain part. We have to be able to instantaneously access this information. The system even allows us to reference the packing list on which the part was shipped. It's all part of the audit trail."

**THE RESULTS: FINESSE REDUCES THE TRACKING BURDENS OF PURCHASING AND ACCOUNTING, WHILE MANAGING COSTS, TIME AND ACCURACY.**

Finesse has also helped Sermatech with its e-commerce initiatives. Now, customers and vendors can go to established e-commerce Web sites to look at specific information



within the Finesse system. "This allows real-time information exchange between trading partners. For instance, one site allows vendors to see purchase orders opened for them, price quotes and other transaction details. This helps us with account reconciliation and quote verification. This Finesse feature significantly reduces the effort required to resolve issues of this nature."

## SERMATECH

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— KEN KNOLLMAN  
MIS MANAGER

"When we need support, Enhanced Systems is very responsive," continues Knollman. "When it comes to problem resolution, their technical staff is there for us on very short notice to give us assistance. Furthermore, Finesse is very flexible; we can easily customize screens and reports, if we want. If we need source-code modifications, we receive a quick turnaround on our request." Sermatech now uses Finesse to operate all nine plants in the U.S. and Mexico.

## ABOUT SERMATECH MANUFACTURING GROUP

The Sermatech Manufacturing Group provides a uniquely effective combination of diverse manufacturing experience, engineering expertise and state-of-the-art equipment for prototyping and producing parts, including flight and group-based turbine components. Sermatech offers more than 40 years of precision machining experience, including expertise in electro-chemical machining. ECM allows fast and burr-free production of highly complex shapes in a single pass, regardless of the hardness of the metal. ECM effectively works on the toughest high temperature alloys, including Titanium, Rene 95, Rene 88 and IN100. It enables the production of components with thinner walls and a resulting reduction in weight.

No matter what technologies are used, quality control is of paramount importance and built into each step of every process. Parts are manufactured using state-of-the-art statistical process control techniques and are inspected regularly by trained technicians to ensure conformity. In



addition, all Sermatech Manufacturing Group facilities have earned ISO 9002 certification.

## ABOUT ENHANCED SYSTEMS & SERVICES AND FINESSE

ESS is focused on the business software needs of project-oriented companies. The company's simple, yet powerful, Finesse ERP software helps small to mid-sized customers manage all of their resources—materials, capacity and people—with the same capabilities huge corporations have, but with greater ease and a more affordable price.

Finesse's tight integration allows information to flow seamlessly across the enterprise and be shared by everyone who needs it. This flexible software runs on the Microsoft Windows platform which lets users take advantage of familiar SQL relational database business tools. And, with experts in customer workplaces every day, ESS ensures that the system's unique project control and engineering capabilities continue to meet evolving customer needs.



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