FINESSE® IN ACTION
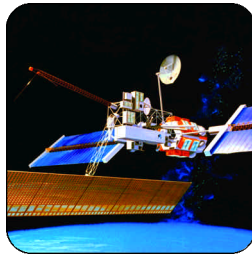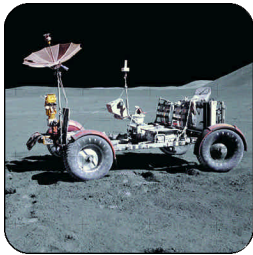
United Technologies guides Tomahawk missile program with tightly integrated Finesse® ERP system.

COMPANY:
United Technologies

INDUSTRY:
Weapons systems and missile components

NUMBER OF EMPLOYEES:
700

Results at-a-glance

Integrated manufacturing solution forged with Finesse: United Technologies successfully develops higher engineering and production capabilities by controlling scheduling of all project phases and managing resources easily and more efficiently, which dramatically reduces their time to market.

The Situation: United Technology's old business system was costly and cumbersome to use — they needed an ERP system that could get them to market faster and maintain margins.

Sophisticated missile systems require precise engineering and craftsmanship to perform reliably. Business systems that support such products must be built on that same premise. That's why United Technologies, Advanced Systems Division (UT/ASD) chose Enhanced Systems & Services' Finesse ERP software to manage its Tomahawk missile manufacturing operation. UT/ASD needed an integrated manufacturing and financial solution that provided improved scheduling and cost control, as well as timely decision support information.

The Tomahawk program is a major portion of UT/ASD's business base and revenue. Stiff competition among defense contractors meant only lean, streamlined organizations would be able to compete for the Department of Defense's (DoD's) Tomahawk business. UT/ASD was running a homegrown legacy financial system on an expensive mainframe while its material resource planning was running on a minicomputer. Moving beyond the old legacy system would allow UT/ASD to be at the cutting edge of its industry. UT/ASD's information systems manager Ray Scott led the team efforts to evaluate and implement an integrated business system. Scott noted, "Our current systems were too costly to maintain and too cumbersome to quickly retrieve information. Our team sought out the most cost-effective off-the-shelf software that met our functionality requirements. Our only criteria was that the new business system solution be based on a non-proprietary relational database engine that ran in the open systems environment."

The Solution: The functionality to manage contract-segregated materials was the real winner.

Although integration and cost factors played a key role in UT/ASD's selection process, Finesse's functionality was the decisive factor. As Scott explains, "UT/ASD's primary requirement was to find an off-the-shelf package that satisfied our contract-specific manufacturing resource planning (MRPII) requirement. We're a DoD job shop where planning, purchasing, manufacturing and inventorying contract-segregated materials is vital to DoD compliance. Finesse was the only package we found that did it all and did it well. Our team also concluded that Finesse provided the best across-the board functionality."

Most business system solutions, when implemented, require customization to precisely suit the customer's particular business process. "Enhanced Systems was able to quickly customize our evaluation outputs. The report writer was simple and straight-forward. I felt confident end users could be swiftly proficient in the use of these tools because of Finesse's user-friendly interface."

THE RESULTS: PROJECT TRACKING TIME WAS GREATLY DECREASED, SAVING TIME AND MONEY, AS WELL AS INSURING ACCURACY.

Finesse's extensive project query capabilities give program and financial managers insight into project cost details and performance analysis at all levels within a project. Coupled with part-level multiple costing and planning requirements analysis, Finesse provides the means to rapidly assess business situations and facilitate informed management decisions. "Finesse has played a major role in positioning UT/ASD to compete for follow-on Tomahawk business by cutting our information support costs in half and providing timely information to contain program costs, avoid excess inventory and meet customer schedules."

UNITED TECHNOLOGIES

"Finesse has played a major role in positioning UT/ASD to compete for Tomahawk business by cutting information support costs in half and providing timely information to contain program costs, excess inventory, and customer schedules."

— RAY SCOTT
INFORMATION SYSTEMS MANAGER

The success or failure of software implementations rests with the degree of training and support provided to users to ease their transition process and overcome preconceived fears that accompany the change. ESS, through years of practical expertise, has crafted the ability to steer clients through the difficult hurdles an implementation process presents. ESS has tailored training programs suited to individual client objectives. ESS provided customized, targeted training on each module, then trained users prior to putting each module into production. "The training Enhanced Systems provided up front to our functional team leaders shortened our simulation process and provided a realistic picture of a delivered solution. Their personalized approach to customer support enabled employees to work more productively. Finesse and Enhanced Systems have partnered with UT/ASD to achieve greater Tomahawk profitability and overall competitive strength," Scott concludes.

FINESSE®

You're in Control.

ABOUT UNITED TECHNOLOGIES

UT/ASD, headquartered in San Diego, California, with manufacturing facilities in Huntsville, Alabama, is an operating unit of United Technologies Corporation. Its primary mission is to develop and manufacture low cost, high volume weapon systems and missile components. Its major customers include the Department of Defense, NASA and major defense contractors.

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.

ENHANCED SYSTEMS & SERVICES

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