

NexTec crafts a quality solution for Waddell Manufacturing

Waddell Manufacturing

Industry

Wood products manufacturing

Location

Stow, Ohio

System

Microsoft Dynamics GP

Challenge

Waddell Manufacturing's highly customized business software was difficult to use and didn't deliver the robust manufacturing functionality the company needed.

Solution

NexTec Group proposed the winning solution, impressing Waddell Manufacturing with their grasp of the software and of the company's business needs and goals.

Results

- Comprehensive implementation plan streamlined implementation.
- Better forecasting improves delivery schedule and purchasing strategies.
- Inventory overhead reduced, saving the company money.

For over 125 years, Waddell Manufacturing has been producing quality wood products. Waddell products, favorites of do-it-yourselfers, are found in home centers, hardware stores, craft retailers and distributors worldwide. The company headquarters in Stow, Ohio, employs 35 people.

“NexTec developed an effective, yet relatively inexpensive solution for a complex problem.”

Dan Stojadinovic, IT Manager, Waddell Manufacturing

System mismatch

When general manager Kyle Kibler came on board three years ago, Waddell had recently implemented a new business management solution. It had been highly customized in an attempt to meet the manufacturing and distribution needs of the company. However, employees struggled with the system setup, and management wasn't able to get the data needed to make basic business decisions. Vital functions like the ability to quickly determine on-hand quantities necessitated several steps. It was clear that the system as it had been implemented wasn't meeting the company's strategic needs—something needed to change.

Kibler and his IT manager, Dan Stojadinovic, set out to evaluate the system in place, and compare it to three other leading manufacturing and distribution solutions on the market. Their goal was to find a user-friendly, yet powerful solution that adequately addressed both the distribution and manufacturing facets of the company.

Blueprint for success

NexTec proposed the winning solution, Microsoft Dynamics GP. Both Kibler and Stojadinovic praise NexTec for the comprehensive approach they took to resolving Waddell's business problems. More than a scripted software demonstration, “Their presentation targeted our unique business needs, and showed us how their solution could address these needs,” recalls Kibler.

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Success Story: Waddell Manufacturing



NexTec followed up with a detailed implementation plan. The plan identified the members involved in each step of the project and clarified their project tasks. It also detailed the reporting process, installation, testing, and staff training. Kibler refers to the document as a blueprint outlining the current situation, the ultimate goals, and the processes required to reach those goals. “It was obvious that NexTec really understood our business; they offered solid input and suggestions for improvement.”

Forecasting solution

Kibler, Stojadinovic, and NexTec worked closely to develop an impressive forecasting model. Waddell’s success relies on having the products ready to ship when customers need them, it was imperative that Waddell have accurate forecasting models. “Customers expect a two-day turn around. It was up to us to have a forecasting model that would ensure we are never out of stock,” says Kibler.

NexTec worked closely with a consultant in inventory management practices hired by Waddell, taking the recommendations from the consultant and turning them into a practical solution.

“NexTec developed an effective, yet relatively inexpensive solution for a complex problem,” says Stojadinovic. “They proved they are flexible thinkers, not tied to the box.”

NexTec set up an alerting function that automatically sends an email to the inventory control manager when demand exceeds the forecasts for a specified period of time. Kibler credits this early warning system with giving Waddell time to react in order to keep fill rates high—and customers returning.

Total inventory visibility

Waddell’s customers have precise packaging demands. For example, table legs must be individually wrapped and labeled, and packaged inside a larger labeled box. In Waddell’s old system, the staff was unable to determine what state the inventory was in. They could see that there were 10,000 table legs in stock, but had no easy way to determine if those table legs had been wrapped, labeled, and boxed. As a result, the company often over stocked to ensure they could meet demand.

With Dynamics GP, Waddell has complete information about its inventory. Staff can tell at a glance the quantities that are packaged, labeled and ready to ship — and the on-hand quantities that are not yet packaged and labeled. “This solution has enabled us to reduce our inventory overhead, and save the company money,” explains Kibler.

Order processing efficiencies

Many of Waddell’s largest customers require the ability to place their orders and to receive invoices electronically via EDI. NexTec’s solution provides an EDI mechanism that works efficiently.

Orders are received electronically and imported into the Sales Order module. Upon shipment, the EDI mechanism generates Advanced Shipping Notices (ASNs) and electronic invoices. These documents are then exported and transmitted.

Waddell receives 75 percent of its orders electronically, the remaining 25 percent are more labor intensive. A complex tiered pricing structure used to require the order entry staff hand calculate the price for each line item. NexTec recommended a third-party item pricing matrix solution that automates price calculation, greatly increasing the efficiency and accuracy of order entry.

Long-term partners

“One of the best things I can say about NexTec is that they ask great questions,” says Stojadinovic, “They ask us questions that cause us to rethink old processes that don’t work well anymore—and then they offer us solutions that work.”

The success Waddell has enjoyed as a result of NexTec gives Kibler great confidence in the company, “We’ve faced hefty challenges, and NexTec has always come through for us.”

About NexTec Group

NexTec Group is a leading business solutions provider, delivering comprehensive Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) and Business Intelligence (BI) solutions targeted to the unique needs of our clients.

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