



"Overall, we saved about \$800,000 operationally, considering LN's integration with the warehouse management system."

—ABRAHAM KURIAN, VP OF INFORMATION TECHNOLOGY, WAIGLOBAL

ABOUT THE COMPANY.

WAiglobal began as a telephone sales organization specializing in automotive products. The company grew rapidly and opened its first distribution center, allowing it to more quickly provide products and respond to customer needs. WAiglobal soon ventured into manufacturing, and it continues to build on this capability, as well as its distribution and supply chain network and new product development infrastructure. The company remains a leader in the automotive and heavy-duty aftermarket by continually adapting to quickly changing customer needs. To learn more, visit www.waiglobal.com/.

WAIGLOBAL REVS UP PERFORMANCE AND SAVES WITH INFOR ERP LN

SETTING THE STRATEGY.

To support its automotive and heavy-duty aftermarket manufacturing and distribution business, WAiglobal had been using Infor® ERP Baan for nine years, adding much customization to the software to align with new business requirements. The company decided that it was at a crossroads. Abraham Kurian, vice president of Information Technology at WAiglobal, explains: "We're shipping 8,000 to 9,000 lines per day. With about 60% customization in Baan, we put ourselves in a position of not being supported anymore. We needed to be in a supported ERP environment to remain competitive."

GETTING BUSINESS SPECIFIC.

After evaluating several ERP systems, WAiglobal decided to stay with Infor and migrate to Infor ERP LN. Kurian says, "A major reason was that Infor added several improvements over Baan. Some key areas for us were many new user capabilities, including being able to customize the screen

without IT help. Also, new filtering allows users to see only what they want to see on their main screen. For example, if I want only open sales orders, I can create a filter to see that data on my screen without running a report—eliminating a lot of user reporting."

Kurian also claims that the biggest change for users was the dashboard addition. "Dashboards make it much easier to manage," he says, "and there are several different ones. If I'm a warehouse manager, I'd want to see all my transactions on one screen, or dashboard—all inbound and outbound transactions, cycle count. The information is now at our fingertips."

"Also, in LN there are new capabilities and many improvements in all areas: sales, staffing, finance, and the mapping process of integration. New features such as cross-docking in warehousing are big, and the replenishment and inspections processes are more streamlined. It made complete sense to migrate to LN."

SEEING RESULTS.

After completing the migration to LN, WAIGlobal saw immediate benefits. Kurian contends, "We now have a supportable solution, with a helpful Infor support team that's taking good care of everything. Plus, we're benefiting from all the regional capabilities now available in LN, and system performance improved two to three times compared to Baan."

The company gained a wide-ranging benefit from the LN upgrade. "This was a perfect opportunity to revisit all our customizations and processes after nine years," says Kurian. "We realized that our business no longer needed 60% to 70% of our customization. In IT, we also cleaned up the code and incorporated best practices to streamline the process. When we started migrating, our item master showed more than 100,000 items. With data cleanup, we reduced the number by about 50%—to 49,000. If a customer or product wasn't active, we didn't need to carry that data."

The key benefits of LN for WAIGlobal, according to Kurian, are its new features. Auto processing is a big improvement, according to Kurian. "It gives you more histories of the parameters and keeps track of them—who changed it, at what level. And it's still tracking each parameter change at the session level."

"Also, you can activate and deactivate certain integration mapping. You can map it and see the result. Or, you can simulate it, and if you don't like it, you can map it again or note



Customer facts

- ▶ *Company*—WAIGlobal
- ▶ *Solution*—Infor ERP
- ▶ *Product*—LN
- ▶ *Industry*—Manufacturing & Distribution
- ▶ *Country*—USA

an activity date when the mapping will be active. In Baan, you map it and wait for the result."

Kurian points out other important additions. "LN is tightly integrated with the BIRT reporting tool, which we use for all our reporting requirements. We download our Baan report into BIRT and do all our formatting, add form painting and logos, and import it back into LN. The report is always available for users in standard report format."

"Another new feature called 'attachment' has document management. You can scan an engineering document, for example, and attach it in LN as a standard capability. Before, you had to give the location where the drawing resides."

What process improvements did WAIGlobal gain? "We calculate our efficiency based on how fast we take a sales order," Kurian asserts. "We'd been averaging five to six seconds per line to complete a sales order, and that average dropped to two to three seconds. That's a huge improvement when you consider we're shipping 8,000 to 9,000 lines a day. Also, in the warehouse, we ship almost the same number of lines from nine different distribution centers, so we've seen tremendous improvements."

One of the biggest benefits in LN is the ability to execute most processes in auto processing mode. "In Baan, we had to do everything manually in three or four different screens. In LN, auto processing eliminates user interaction. Within one screen, you create a sales order, approve it, and print the invoice immediately. The system automatically performs all the background steps—releasing to a warehouse, shipping, invoicing, and composing. It's a big boost in our productivity."

“We’re down from 60% to less than 1% customization in LN because, with the new parameters, it contains everything we need out of the box.”

—ABRAHAM KURIAN, VP OF INFORMATION TECHNOLOGY,
WAIGLOBAL

Kurian reports that the ROI with LN was huge. “Overall, we saved about \$800,000 operationally, considering LN’s integration with the warehouse management system. ERP is generally not a warehouse management system, but it has all the distribution capabilities. To integrate with the warehouse system, third-party tools are available. We use a scanning gun.”

WAIGlobal added just a few capabilities. “We integrated a shipping system that does all the rating for us, and we use third-party software to integrate with forecasting. Otherwise, we’re down from 60% to less than 1% customization in LN because, with the new parameters, it contains everything we need out of the box. Users love screen customization and filtering. They can customize their own forms and filter out unwanted information.”

The company took a phased approach during implementation. Kurian says, “Though LN Worktop and Webtop are available, we stuck with Worktop to minimize the change for users because everything on the screen looks like Baan. In the second phase, we added the option of going directly to the web to allow more capabilities. We minimized the impact with a mixed-use approach. Everyone really likes the new features and capabilities, and its ease of use. In about a month, most of our users preferred the new system. We expected at least a three-month acceptance rate.”

Infor ERP LN has helped WAIGlobal to:

- ▶ Improve system performance by two to three times.
- ▶ Save \$800,000 operationally.
- ▶ Realize tremendous efficiency improvements—from 5 to 6 seconds per line to 2 to 3 seconds per line, while shipping 8,000 to 9,000 lines a day.
- ▶ Reduce customization from 60% to less than 1%.
- ▶ Boost productivity using the auto processing mode.

DOING BUSINESS BETTER.

What are WAIGlobal’s future plans? “When we implemented LN,” says Kurian, “we went with the FP3 feature pack, so we’re in the process of implementing FP5. We’re also exploring more capabilities of the integration kit. But we’re very happy with LN and Infor’s roadmap to continue advancing the ERP product.”



THERE IS A BETTER WAY.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.

Infor Corporate Headquarters
13560 Morris Road
Suite 4100
Alpharetta, Georgia 30004
USA
Phone: +1 (800) 260 2640

www.infor.com

The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letters "R" and "A" are red. A small trademark symbol (TM) is located to the upper right of the "R".

Copyright © 2010 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. www.infor.com.

INF7085-42394-geen-1110-1

Information source from Infor (<http://www.infor.com/content/casestudies/waiglobal.pdf/>) on 2/7/2011