



MADE2MANAGE™
S Y S T E M S

CUSTOMER PROFILE

“We can now respond much quicker to customer requests. We expect a minimum of 10% improvement in customer response time alone.”

Mark Vann, General Manager, White County Mouldings



White County Mouldings

White County Mouldings Enjoys Success With Concord Business Systems and Made2Manage Systems

Hardwood Moulding Company Recognizes Quality Craftsmanship When They See It

For more than ten years, White County Mouldings, a division of Atlanta Hardwood Corporation, has excelled in manufacturing the highest quality hardwood moulding, specializing in hand rail products. It is this quality and excellence in customer service that has led the *Wood and Wood Products Magazine* to classify them for the last five years as “one of the fastest growing woodworking companies in the nation.”



This growth, and the request from White County’s parent company for more accurate reporting, prompted the management team at White County to consider an integrated business system to streamline operations. At that time, White County was relying on spreadsheets and paper to keep track of production and customer data.

White County Mouldings selected the Made2Manage® Enterprise Business System from Indianapolis-based Made2Manage Systems Inc. The Made2Manage Enterprise Business System is a suite of software applications that enables smooth integration between all of the functional areas within the manufacturing enterprise—sales, engineering, materials planning, production, quality management, finance and human resources.

White County purchased the solution from a Made2Manage Systems Premier Value-Added Reseller, Concord Business Systems, based in Kennesaw, Georgia. Concord offered White County more than fifteen years of experience in finding the right solution for mid-market manufacturers and has a very successful relationship with Made2Manage Systems.

The Made2Manage Enterprise Business System “Wood” Be the Best Fit

White County recognized that the Microsoft® Windows-based Made2Manage system offered them a universal and easy-to-use layout that was already familiar to their 50 plus employees. This user-friendly system helped employees easily make the adjustment to the Made2Manage Enterprise Business System.

Mark Vann, general manager for White County, says that the knowledge of the Concord sales team was a key factor in their decision. “The Concord sales presentation sold us on the system. The sales consultant really knew the system, answered all of our questions very easily and made us feel comfortable that Concord could handle what we wanted.”



Satisfaction Guaranteed

White County’s parent company had reservations about purchasing an enterprise business system. It was this cautiousness that led to a carefully crafted agreement between Concord and White County. As Vann notes, “Concord’s willingness to help minimize our risk showed us that this system must really work.”

White County’s different modes of manufacturing required unique functionality from a system. The company needed a system that handled made-to-stock, made-to-order and also

made-to-order parts kept in stock. They found that, unlike many other systems, the Made2Manage Enterprise Business System handled all of their manufacturing styles with ease.

Unique Requirements Handled Well

The flexibility in the Made2Manage system also allowed the Concord team to solve a complex issue within White County’s production process, where raw lumber is processed to create multiple parts with unique part numbers.

“Our requirements were unique,” said Jim Howard, owner of Atlanta Hardwoods and White County Mouldings, “The wood products manufacturing industry is the antithesis of most manufacturing processes. We take the raw material (wood) and put it into multiple, different jobs. This leads to inevitable complications in costing. Concord successfully overcame this issue, thanks in part to the flexibility of the Made2Manage system. We are very pleased with the results.”

A White County employee can now simply push a button to run a program that calculates job costs (i.e., split material, labor, overhead and other costs) and applies the costs to the new “split jobs.”

Initially, White County Moulding had some basic requirements of the Made2Manage Enterprise Business System, purchasing it primarily to handle work-in-process inventory and work-in-process costs. Both requirements were used to justify the purchase of the system. White County is using the system with great success in these areas, but they have found the system’s additional benefits are providing the greatest satisfaction.



Hidden Benefits

White County has dramatically cut down on errors in their sales order process and is in the middle of entering all of their quotes into the Made2Manage system. As Vann notes, “We can now respond much quicker to customer requests. We have seen an approximate increase of 30-40% improvement in customer service efficiency alone.”

“The thing I’ve found so valuable is the sales order entry, look-up screens, customer history information and quoting screens. It’s easy to go from the quote to a sales order. The Made2Manage system is very easy to use. It’s easier for us internally to find a quote when a customer calls and we

now have the information we need in the system to discuss the quote with them. Our customers are seeing the benefits in improved customer service. What used to take an hour to produce a custom quote for a customer, now can take as little as five minutes,” said Vann.

With the help of Concord and Made2Manage Systems, customers will continue to see impressive results from White County, in both their crafted products and customer service.

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Concord Business System, Inc. - Premier Business Partner
Kennesaw, GA