



# BREAKTHROUGH PERFORMANCE

## SITUATION

Epoxy Technology is a leading manufacturer of specialty adhesives used in advanced technology applications such as electronics, medical devices, semiconductors, and fiber optics. Their products are sold in over 70 countries through a highly qualified network of representatives and distributors.

With Epoxy's products in high demand across the world, they found themselves in a tough spot due to fast growth. They were already struggling due to many manual processes. Epoxy filled every customer order by hand and had no way of tracking raw materials. Manual fill tickets didn't provide real-time insight, were difficult to read, and caused order inaccuracies.

Epoxy also has over 500 products that have mixed ratios, so only key personnel that knew those ratios could enter the data for those particular orders, bogging down resources and making it virtually impossible to keep up.

Their manual processes also made it difficult to analyze history on batches or predict stock loads. They didn't know they were out of a product until it was too late, causing significant customer dissatisfaction and internal miscommunications. Epoxy simply had no way to keep up with the growing demand. They knew they had to automate their supply chain to increase efficiency and do it fast.

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**-DONNA SULLIVAN**

Manager of Production and Quality, Epoxy Technology

## SOLUTION & BENEFITS

Implementation took about a year so Epoxy and Vicinity could ensure formulas were correct and the solution was fully integrated with Microsoft Dynamics® GP. Now that Epoxy has been running on the Vicinity solution, they're seeing the benefits and experiencing growth they would never have been able to before.

### Increased Efficiency with Low Head Count

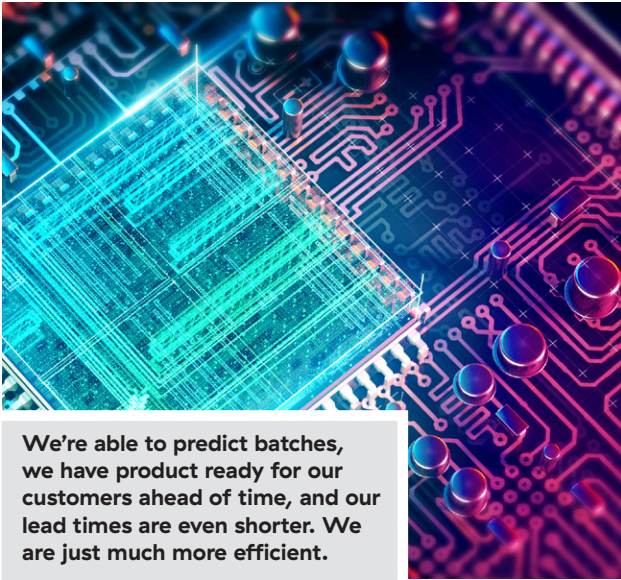
As Epoxy quickly found out, increased efficiency created multiple benefits for their operation. Donna Sullivan, Manager of Production and Quality at Epoxy Technology says, “In many ways, Vicinity made us better. We're able to predict batches, we have product ready for our customers ahead of time, and our lead times are even shorter. We are just much more efficient.”

Instead of scrambling to fill orders, unsure of production dates, Epoxy can now follow the first in, first out (FIFO) method. This ensures production quality and helps keep Epoxy's stock in check. They can also create groups of products, streamlining order processing. If they fill an order once, they'll have it cataloged so they don't have to recreate the formulation for that customer from scratch later down the road.

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### Mistakes Be Gone!

Before Vicinity software, there were multiple points of error. For example, sometimes fill tickets weren't closed out and then forgotten. They also wouldn't know if they filled an order incorrectly until the customer came back dissatisfied with what they received. With Vicinity, Epoxy is able to create a daily report showing batches that are still open. They can



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now catch any incorrect orders ahead of time because Vicinity won't let them enter batch numbers that don't fit the order. Mistakes are a thing of the past for Epoxy and they're able to appropriately complete over 9,500 kits to fill over 1,000 orders a month. Having these checks and balances in place puts their minds at ease, knowing they're on the right track every day. Connecting the Bridge between Vicinity and Microsoft Dynamics GP.

For Epoxy, Microsoft Dynamics GP runs the accounting side of their business and serves as the backbone for all other aspects of operations. So the fact that Vicinity seamlessly integrates with Microsoft Dynamics GP is a huge benefit in itself. When Epoxy receives raw materials, Vicinity automatically deducts that from Microsoft Dynamics GP. Both systems are up to date, at all times, providing real-time insight into raw materials and the associated costs or profits. This creates consistent traceability and helps internal audits move along faster.

This integration also streamlines the order process as orders can be processed quicker and therefore, get filled quicker,

improving cash flow for Epoxy. In addition to the basic functions, Vicinity scales to Epoxy's unique needs. Mike Gilbert says, "The adhesives we sell come in two parts (resin + hardener). Making the two ingredients separately but shipping them as a kit was a special challenge, but we were able to use flexible Vicinity software, plus some Microsoft Dynamics GP customizations, to do what we needed."

**'On-Time Orders' Improve Customer Satisfaction**

Epoxy was accustomed to not having any lead time for product orders resulting in late delivery to customers more often than not. But with Vicinity, the time savings and deep insight help them serve their customers better. They moved from less than 75% of orders on time to 99% on time, being able to track orders by date, and get them out the door in less than 10 days. In addition to these business benefits, Vicinity has definitely made an impression on Epoxy Technology. Mike Gilbert says, "I have to say Vicinity has accepted our feedback better than any other vendor I've worked with — every release I recognize a couple of new features as a result of our requests. It's refreshing to know that they listen."

Powered by a team of developers, technical experts, and business consultants all based in the U.S., Vicinity is known for introducing the first software product for formula-based manufacturing in the Microsoft Dynamics® reseller space. By delivering the most robust and flexible software available to our market, we help companies of all sizes manage limitless recipes, improve inventory visibility and control, enhance quality assurance, eliminate redundancies, reduce costs – and most of all, experience smart growth.



Help your customers streamline and scale with Vicinity. Go ahead, put us to the test. We're ready to mix it up with anyone. Call Vicinity at 770-421-2467 or visit us online at [www.vicinitysoftware.com](http://www.vicinitysoftware.com).

