



“In 2014, we went from doing \$4 million in business to \$8 million without increasing overhead. We’re still maintaining those numbers and had no idea we could grow like that. MIE Trak Pro paints a better picture and gives you the visibility you need.”

- Frank Roth, Owner of Elite Tool LLC

MIE TRAK PRO: A CASE STUDY

SWITCHING FROM EPICOR AND E2



Read how switching ERP systems helped Elite Tool grow their business.



Elite Tool LLC had been in a long journey to find the right Enterprise Resource Planning (ERP) system to fit their needs. They purchased two different ERP systems within 10 years, the first of which was Epicor, which failed to implement and the second was E2, which they had for eight years. In 2013, Elite Tool LLC moved on from Shoptech's E2 to MIE Trak Pro. One year later, they were able to double their revenue from \$4 Million to \$8 Million—without increasing any overhead.

ABOUT

Elite Tool LLC, founded in 1993, is located in Moscow Mills, MO. Elite Tool is a job shop within the military, ground support, and industrial/commercial machinery sector. They have 56 employees and with \$8 million in annual revenue, are currently using MIE Trak Pro ERP software, QuickBooks for accounting, and are ISO certified. Frank Roth, one of the owners of Elite Tool LLC, was at the company through all three ERP purchases and was a main decision-maker in choosing MIE Trak Pro.

SERVICES THEY PROVIDE:

- CNC Machines
- Laser Cutting
- CMM Inspection
- Metal Fabrication
- Abrasive Waterjets
- Assembly



BACKGROUND

Elite Tool LLC began their search when the shop began getting busier. They had hundreds of open jobs and were tracking them through Excel spreadsheets. Facing difficulties with managing the volume of jobs, they found they were unable to track start dates and end dates, had no control of their shop floor, and were unable to forecast. When initially purchasing their first ERP system from Epicor, Roth was a Machining Manager who wasn't involved in choosing the software. The system was a watered down version of Epicor for small businesses. The person who was in charge of implementing was unable to get it off the ground and so they never went live with the system. They essentially spent thirty-thousand dollars on an unusable software.

As they began their search for another system, Frank became more involved in the process as the Plant Manager. They chose to go with Shoptech's E2. As their employees were not very comfortable with new technology, one of the deciding factors in choosing E2 was that it seemed simple to use.

Unfortunately, in the eight years they were using E2, they were never completely happy with the software. They experienced a lot of problems with system crashes, bugs, support issues, and reporting capabilities. "You might have been in the middle of quoting a job for hours and the system would just shut down. All of the work was now lost", said Roth. They were constantly in contact with Shoptech's support team about their system problems and were assured that the bugs would be fixed in the next version update, but they never were.

Another issue was the lack of report customization. Elite Tool LLC once called Shoptech to request a report that was essential to running their business (eg. How many hours were left on a job) and were told that E2's platform didn't support those capabilities.

Roth and his partner even went to IMTS, a tradeshow that took place in Chicago, to meet the owner of E2 where they had the chance to explain their issues to him. He was promised that the next version would be released the following quarter and would solve their problems. That time passed and the update they were promised was never released. By then they had decided to start the search again for replacement software.

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PROBLEM #1: LARGE ASSEMBLIES

E2 had difficulty supporting Elite Tool's needs as they grew. The software only allowed a hundred line items at a time so their sales orders were constantly maxed out. In addition, E2's scheduling module did not handle assemblies well. It was able to create jobs but did not link them together, so they were unable to track the jobs properly. At the end of the day, Elite Tool LLC was fitting their processes to their ERP system and not the other way around.

How MIE Trak Pro fixed it: MIE Trak Pro was able to handle their large assemblies with more than a dozen line items easily. "We needed a software that we could grow into. MIE Trak Pro was quite a large jump in usability, capabilities, and customization," said Roth. There was more than one way to do different functions and MIE Trak Pro had the flexibility to adapt to Elite's processes as they changed.

PROBLEM #2: IMPLEMENTATION

Elite Tool LLC struggled for a year to get E2 implemented and for employees to feel comfortable using the software.

How MIE Trak Pro fixed it: With MIE Solutions, consultants came to the shop and did individual training. "We were amazed at how MIE Trak Pro could integrate with daily operations. It is a software that works for the company and not the other way around." In the span of less than two months, Elite Tool LLC was able to transition fully and were extremely comfortable with using the system in just a year.

PROBLEM #3: IMPLEMENTATION

They wanted the ability to have customized reports and features to fit their needs.

How MIE Trak Pro fixed it: MIE Trak Pro had many reports available to fit their team's needs. It offers tried and true templates that are fully customizable in the software. Additionally, as per Roth's request, the MIE Solutions development team took his suggestion to create a "magic wand" button that schedules directly from the RFQ module. This function shows the start and stop date for every line item so that they would be able to give accurate ship date estimates to their customers. "There's so much to do and think about when buying an ERP system. It's impossible to remember it all. With MIE Solutions, they tailor the software to your business and any arising issues will be fixed. To me, that's priceless," says Roth.

"We were amazed at how MIE Trak Pro could integrate with daily operations. (MIE Trak Pro) is software that works for the company and not the other way around."

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RESULTS

After the lackluster support with E2, Roth was worried about implementing yet another ERP software. He found that MIE Solutions' team helped tremendously in on-boarding and made him feel comfortable with his decision. Roth said, "Even after implementation, I call Phil's cell phone. We also have a great relationship with the support team."

Implementing MIE Trak Pro has increased their productivity and has saved them a lot of time. They are able to utilize features with just a click of a button. Elite Tool LLC were able to transition from E2 and paper files to having the ability to import through EDI (Electronic Data Interchange) for better accessibility with MIE Trak Pro. It has allowed them to have better control of their company and improved their accuracy in job costing, allowing them to take on more jobs simultaneously.

Each employee now has job list that ultimately drove down the cost of doing business. They saved time by having visibility through customized reports and dashboards they needed at their fingertips. Through that visibility, traceability, and accurate tracking, they were able to get the reporting they needed to make decisions. Elite Tool LLC ultimately saved tens of thousands of dollars in overhead and doubled their revenue within a year of implementation.

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Implementing MIE Trak Pro™ is a simple and efficient process. We supply the support you need to make a smooth transition.

IMPLEMENTATION PLAN



Be fully implemented in 120 days following our step-by-step plan.

DATA IMPORTING



Depending on the ability to export data from your existing system, standard imports include: Customers, Suppliers, Item Master, Open AR and Open AP.

DESIGN KEY REPORTS



Enhanced reporting features customized to fit your needs.

TRAINING



Choose a workshop in Florida or California to learn the ins and outs of MIE Trak Pro™.

SUPPORT GOING LIVE



Multiday on-site support when MIE Trak Pro™ goes live.

IMPLEMENTATION FOLLOW-UP



Multiday on-site follow up one month after going live to ensure satisfaction.

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ABOUT MIE SOLUTIONS

MIE Solutions is a leading provider of production control software for the entire manufacturing sector.

MIE Trak Pro™ is an end-to-end ERP system that seamlessly integrates all business processes from the warehouse to the front office and even to the CEO's mobile device. Everything from the robust architecture, to the massive suite of customizable tools, to the intuitive user interface is designed to maximize efficiency and agility across your entire enterprise.

The team at MIE Solutions is devoted to helping your business succeed. From our support specialists to our developers, we are here to assist you in every way and provide you proven solutions for your business needs.

RECOGNITION

By 2019, MIE Trak Pro had received numerous recognitions as both a Leader on Gartner's FrontRunners quadrant for Manufacturing/ERP and as a G2 Crowd High Performer based on customer reviews.

MIE Solutions has been an honoree of the Inc. 5000 List of Fastest-Growing Privately Owned Companies three years in a row! MIE Solutions' expansion of product enhancements domestically and globally have contributed to their Inc. 5000 List ranking, which is determined by an individual company's rate of revenue growth.





*Integrated Data.
Informed Decisions.*

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