

MIE TRAK PRO USER CASE STUDY

MetalWorks Engineering Corp. Off to the Right Start

With a staff of two and many years' experience in the job shop industry, Igor Kotlyar (Director of Operations) and Michael Silva (President) started MetalWorks Engineering Corporation in 2011. Both founders jumped at the opportunity to start a company of their own and now, eight years later, run their business with the belief that "no fabrication job is too big or too small." The MetalWorks Engineering team is always ready to accommodate any company's requirements.

The founders of MetalWorks Engineering both worked for a large precision sheet metal shop before opening their own facility in Hialeah, Florida. Bringing with them various skills and experiences, they set a foundation for their company's growth and development early on. Years of working together has made Igor and Michael confident in their ability to accept any job that comes through their door, regardless of size.

"We have grown from a three-person start-up to a full-fledged precision metal fabrication shop that services over 200 loyal customers." —Igor Kotlyar

As soon as MetalWorks Engineering was founded, Igor and Michael worked hard to find and implement an ERP system. They wanted a company to have a strong start and knew from past employment of the importance that ERP software plays in the success of a company. As a previous user of MIE Trak (ERP) software, he had to include it in their short list as an option for their business.

They considered a number of possibilities before making an ERP system for their company. According to Igor, the Solutions team offered them everything they needed at a price.

As a start-up, they could not spend tens of thousands of dollars on a system right away and the offer they received for the software and support fit their budget and needs perfectly.

"If we weren't using ERP [software], we would not be here right now."

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Cicon Engineering Inc. Commitment to Quality and Customers

The team at Cicon Engineering handles every product need with ease, from consulting on design through the production process.

Cicon Engineering is an ITAR-compliant, AS9100 Certified, supplier of cable harnessing for the military and aerospace industries. Established in 1988, Cicon started as a small cable shop geared toward military and aeronautical industry projects. Five years later, the talented team at Cicon were able to break into the space industry and establish a relationship with Prime Contractors.

As the company grew, it became evident that their current methods of tracking production and business processes were not keeping up with their high demand. Their previous ERP system, Made2Manage, was never fully implemented and had limited features. Because of this, their data was scattered across various mediums, including Excel spreadsheets, databases, Word documents, and PDFs. None of these mediums are able to communicate with each other, leading to duplicated, mismatched, and outdated information.

The growth of Cicon Engineering required that these and all other issues be resolved as quickly as possible so the company could maintain their progress. This is when Michael Rey, the Program Manager at Cicon, took on the role of finding an ERP system that would meet their needs.

"Our former ERP system could not keep up with the work volume and complexity of our clients' orders, so it was important to find a system that could." —Michael Rey

It is well known that the aerospace and defense industries are required to have strict quality control standards. This means that, to qualify as a contractor, suppliers of any equipment and parts must meet certain standards. With the assistance of MIE Trak Pro, Cicon was able to meet and exceed quality requirements which allowed them to continue to pass their AS9100 audits with flying colors.

Some of the MIE Trak Pro quality features used by Cicon include Risk Assessment and Contract Clauses—a feature built specifically for Cicon Engineering by the MIE Solutions development team.

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MIE TRAK PRO USER CASE STUDY

Metro Metal Works Building Foundations for the Future

President of Metro Metal Works, Justin Phillips, is proud of his team's success over the past 30 years. He began his adventure with Metro Metal Works as the shop floor sweeper in 1989 and worked his way up to becoming the company's president in 2001.

Since then, he has worked with his team to make Metro Metal Works known as a company of high standards that their customers can rely on. His hard-working nature allowed him to grow in his career and become the successful leader that he is today!

Metro Metal Works is a precision sheet metal and welding company located in McDonough, Georgia. The company specializes in job shop fabrication and design and boasts state-of-the-art equipment and processing capabilities. Since its inception, Metro Metal Works has expanded from a welding shop into a full precision sheet metal shop that offers laser cutting and CNC machining.

"We are known as the 'quickest company to turn quotes' and always respond to job inquiries in a timely manner."
—Justin Phillips

With an average per-quote response time of less than five minutes, Justin knows that his knowledgeable team will continue to drive business and provide excellent service to their loyal customers.

The relationship between Justin's company and MIE Solutions began in 2009 when his team posted their first job in MIE Solutions' MIE Trak 32 system. Before MIE Trak, they used Excel spreadsheets, which is not an uncommon method of managing processes in a small business.

However, Justin came to realize that company growth would come sooner if his team streamlined their workflow and improved their job tracking. As they entered new, diverse markets, the team needed a system that would allow them to keep up with their competitors.

The team at Metro Metal Works decided to upgrade to MIE Trak Pro from the older 32 version because it offered everything they needed and more.

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They considered a number of possibilities before making a decision on an ERP system for their company. According to Igor, the MIE Solutions team offered them everything they needed for the best price.

As a start-up, they could not spend tens of thousands of dollars on a system right away and the offer they received for MIE Trak ERP software and support fit their budget and needs best.

"If we weren't using ERP [software], we would not have a company right now."

Soon after they purchased MIE Trak 32, the MIE Solutions development team released an updated version of the software called MIE Trak Pro. Igor worked closely with the software developers to customize the system for their business. With MIE Trak Pro in its early stages, Igor was willing and able to help with feature development—making suggestions that are now integral to the overall software.

As a start-up, they had a limited budget and were relieved to find a solution that met their business requirements and their cost point. To be successful and thrive in a competitive industry, they knew they needed a reliable ERP system in place. Being able to purchase one or two licenses at a time, instead of an entire 10-user package, was a game-changer for them.

“Without the MIE Trak Pro estimating system, we would never be able to estimate so quickly and efficiently.”

With their staff fulfilling 200-250 work orders per month, they needed an efficient way to track jobs. And once you factor in the total number of quotes, it is safe to say that MetalWorks creates between 500 and 700 total quotes per month!



Without their ERP system, this amount of work would be impossible for the team to manage. According to Igor, in the eight years that the company has been in business, MetalWorks Engineering has created over 33,000 quotes.

Igor also stated that he has seen his share of estimating systems and the way that MIE Solutions has it set up within MIE Trak Pro makes it easy to follow a quote through the system.

As the MetalWorks website states, their goal is to always form successful, long-term partnerships with each customer that works with them. Their dedication to this goal will continue with the help of vendor partnerships like MIE Solutions and the MIE Trak Pro software!

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USER CASE STUDY



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Building Foundations for the Future

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However, Justin came to realize that company growth would come sooner if his team streamlined their workflow and improved their job tracking. As they entered new, diverse markets, the team needed a system that would allow them to keep up with their competitors.

The team at Metro Metal Works decided to upgrade to MIE Trak Pro from the older 32 version because it offered everything they needed and more.

With MIE Trak Pro, the team has noticed significant improvements in job turnover and capture rates. In fact, Metro Metal Works boasts a nearly 90% capture rate of all quoted jobs!

Of all the companies they originally considered, MIE Solutions was chosen because they felt comfortable with the salesperson, support staff, and price point. These factors were important for them as a growing, family-owned job shop. Their ERP vendor needed to be a partner, not just a provider of software.

Justin is satisfied with the ROI (Return on Investment) with MIE Trak Pro, including the time they've saved on jobs and the increase in efficiency, especially when dealing with repeat orders.

"Within MIE Trak Pro, we can move a repeat job through the system in as little as one minute—from order entry to putting a job traveler in the shop for processing."

With the MIE Trak software being a staple of their business for over ten years, it is safe to say that they appreciate the usefulness of having a robust ERP system running their shop. Much of the time-consuming work that they had done previously was now a thing of the past. With that saved time, they are now able to focus on other areas of their business that they want to improve.



"[If not for MIE Trak Pro], we would be in a pile of paper! MIE Trak Pro has eliminated the need to memorize and physically track jobs, and avoid entering duplicate data."

Moving from manual methods to a full ERP system is not an easy task to accomplish, but Justin and his team are grateful that they did and continue to see the benefits of this decision.

Justin Phillips looks forward to what the future will bring to Metro Metal Works as they continue to grow and provide excellent and speedy service to their loyal customers!

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Cicon Engineering first consulted with MIE Solutions in January of 2017 and by July, had selected MIE Trak Pro as their new ERP solution. They were looking to improve processes, eliminate double entry, and find a system that was easy to manage.

“The primary reason we selected MIE Trak Pro was its flexibility and cost. It offered the most features and customization capabilities for the best price.”

MIE Trak Pro is an SQL-based platform; with SQL being a standard database language, Michael's team could easily learn how to create their own custom scripts, if needed. Other providers offered systems with proprietary code that would require additional training and support to learn.

Throughout implementation, the team held weekly update meetings on how training, workflows, and all internal processes would be managed for day-to-day operations. Within eight months of contracting with MIE Solutions, their system was fully implemented.

To Cicon, the ROI with MIE Trak Pro is evident. Orders taken from quote to production are now completed 30% faster, buying material can be done within two days of an order placement instead of five, and tracking intra-department workflows is now 100% digital.



“I could write a novel about how our workflows have become more efficient as a result of having a full-stack ERP for all departments.”

Even with the improvements already outlined, Michael and the entire team at Cicon Engineering are continuously refining processes and finding new ways to manage their time and data within MIE Trak Pro. They schedule bi-weekly meetings to discuss the types of dashboards and workflow improvements they can make to simplify daily tasks.

The team at Cicon is fully invested in the success of their company and the customers that rely on their excellent service.

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MIE TRAK PRO

USER CASE STUDY

EVS Metal

A Parallel Journey with MIE Solutions

Early on, founders of EVS Metal, Scott Berkowitz and Joseph Amico, devised a company-wide strategy that would differentiate them from their competition in the manufacturing industry. By combining lean manufacturing standards, continuous improvement, and a dedication to customer service, they have grown from a 5,000 square foot New Jersey shop to a multiple-facility organization.

Incorporated in 1994, EVS Metal operated to provide industrial mount enclosures for PCs (personal computers). That is, until they expanded into sheet metal fabrication and now serve a number of other industries including military fabrication, consumer electronics, semiconductors, gaming, and medical equipment. Today, they operate in four states with their facilities totaling more than 250,000 square feet.

In order for EVS to provide the highest-quality products, they must remain flexible, employ skilled designers and fabricators, and keep up with technological advances. One way they have prioritized this is by utilizing an ERP system in their shops—a system that can track, manage, and report on their daily operations.

“There is simply no way that an enterprise-level fabrication company can function without an ERP system in this day and age.”

—Joseph Amico, Vice President

Just a year after the founding of EVS Metal, Joseph and Scott partnered with David Ferguson, Jr., creator of the software known as MIE Trak Pro. Joseph and Dave both grew up in the manufacturing industry and have remained partners on their professional journeys for close to 25 years. Joseph, founder of EVS Metal, and Dave, founder of MIE Solutions, have worked together to build both companies into the successful corporations they are today.

With the MIE Trak software, EVS Metal has all the information they need to quote, manufacture, track quality control processes, and manage inventory on a daily basis. Even though the ERP software industry would eventually become a billion-dollar industry, in 1995, the availability of ERP systems was limited. However, Dave’s software was an innovation that was ahead of the curve.

“The fact that we are still partnered with MIE Solutions says a lot about their product and even more about their company.”

MIE Trak Pro has allowed EVS Metal to grow substantially over the past 24 years and the team has no intention of slowing its growth. Although the manufacturing industry is highly competitive, they are confident that they can compete with any company and are willing and able to take on many complex projects. Their customers trust them to get the job done and they do.

One project that stands out to them happened to be a quick-turn project on a prototype with a deadline of five weeks. Their customer was thrilled with the result and responded saying, “I wish all my vendors grasped their craft the way you and your team does.”

If not for their dedication to customer service, the ability to earn their customer’s trust, and having their customer’s best interests at heart, EVS Metal would not be where they are today. The same can be said for the MIE Solutions team and their dedication to its own customers, like EVS Metal.

“The MIE Trak Pro software has been instrumental in allowing us to grow and evolve over the years, serve our customers with the attention they deserve, and maintain excellent profitability.”



For EVS, the most important feature of this software is the ability to pull information from all four of their facilities into one database so they can have full visibility of all locations at any given time. With the help of MIE Trak Pro, EVS Metal will continue being a market leader in the sheet metal fabrication industry.

“It’s clear that a lot of time and effort is still being put into developing new and innovative components for MIE Trak Pro so that it continues to be a valuable resource for manufacturers.”

As with all growing companies, Joseph Amico and the team at EVS will continue pursuing successful endeavors and partnerships, as they have with Dave Ferguson and the MIE Solutions team.

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MIE TRAK PRO

USER CASE STUDY

BMP Metals, Inc.

An Empowered Team Dedicated to Success

BMP Metals is a family-owned and operated custom precision sheet metal fabricator with deep roots in the Brampton Community of Ontario, Canada. Being an ISO9001-certified company for nearly 25 years, they take pride in each complex job that is taken on and completed in their shop.

Since they were founded back in 1984, their manufacturing volume has changed from high-volume, repetitive jobs to small-volume, high-complexity jobs. They offer designing, CNC machining, milling and turning, welding, punching, painting, and more. With so many offerings, it takes a lot of work to manage these processes.

“We were using spreadsheets, creating BOMs in our accounting software, and using JobBoss for some of our manufacturing processes. It was highly inefficient.” —Lori Holjevac

With the methods mentioned above, there was a severe lack of visibility between departments, they had little control of MRP, they struggled with scheduling jobs efficiently, and they lacked a streamlined way of estimating costs.

Lori, Jeff, and the rest of the management team, decided to switch to MIE Trak Pro as their all-encompassing ERP system.

“When we were researching systems over twenty years ago, we found that the MIE Trak software was both manufacturing-centric and fit our business processes.”

One of the features that BMP Metals uses often and finds extremely helpful within MIE Trak Pro is the ECR (Engineering Change Request) function which allows them to request changes to a router.

They also wanted visibility of training records so they could easily determine if and when team members were trained.

Has Joe been trained on health and safety regulations? When did Sandra complete her software training? Do either of them require additional training? These questions, and more, could be answered within the HR tool of their new software, MIE Trak Pro.

Implementing a brand new ERP system is not easy and, knowing this full well, Lori and Jeff worked directly with each department—as well as each individual employee—to overcome objections and avoid pushback.

To this day, all employees at BMP Metals feel empowered because they are trained on how to use the MIE Trak Pro software during their onboarding process. Although they know they have the technical support staff at MIE Solutions to help them with learning the system, Lori and the management team find that supporting employees on an individual level makes them feel empowered within the company.

“Money is made on the shop floor and, therefore, listening to the voices of each employee is extremely important to us. We do this to assure that everyone’s needs are met.”

Having a dedicated team at BMP Metals helped their employees buy into the value of MIE Trak Pro because during implementation, they listened to the voices of the people on the shop floor—maybe even more so than the office staff.

BMP Metals, a division of The Bempro Group, takes pride in their highly trained staff and boast an average annual growth rate of nearly 30%.



If Lori can make one suggestion to anyone considering ERP software for their team, she says that the number one thing you should focus on is your employees.

“A winning implementation is one where you listen to your employees’ complaints and frustrations and you help them through it all. Do what you can to turn opposition into advocacy and you will have a much smoother ERP implementation.”

Each year, The Bempro Group and its divisions continue to grow and thrive with the influence of their management team and the help of the MIE Trak Pro ERP software.

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