

“When we started, we were doing \$2 million with 20 employees. Now we’re doing \$10 million with 60 employees, and that’s because we invested in automation. MIE Trak Pro helps us keep track of our costs.”

SWITCHING FROM: A HOMEGROWN ERP TO MIE TRAK PRO

A case study on switching ERP systems and how it can help you grow your business.





In 2005, Cardinal MetalWorks moved from their homegrown ERP system to MIE Trak Pro. MIE Trak Pro's robust toolset and flexibility aided Cardinal MetalWorks as they grew to scale. Since implementing MIE Trak Pro, Cardinal MetalWorks more than quadrupled their annual sales from \$2 million to \$10 million and tripled their company size from 20 employees to 60 employees.

ABOUT

Cardinal MetalWorks was founded in 1960 as Piper Industries in Durham, NC. The organization then became Cardinal MetalWorks in 2002 and has been providing sheet metal fabrication services for the Commercial, Industrial, Medical, and Military sectors. Since running their production using MIE Trak Pro ERP Software, Cardinal MetalWorks has grown into a company comprised of 60 employees with over \$10 million dollars in annual sales. They are **ISO 9001:2015** certified and have received the **Workplace Conditions Assessment (WCA) Achievement Award**.

Services they provide:

- Laser Cutting
- Punching
- Bending
- Welding
- Assembly
- Finishing

Larry Isaacson, the General Manager of Cardinal MetalWorks, has been in the manufacturing industry for 42 years. Joining Cardinal MetalWorks in 2002, he was quick to notice the many problems Cardinal MetalWorks was facing with their homegrown ERP system, and he soon became the key decision maker for making the switch to MIE Trak Pro.

“We would never have gotten this far [without MIE Trak Pro]. We’d be only selling \$2 million a year or be out of business. Anybody that doesn’t automate technically, you’re asking for a real bad result.”

- Larry Isaacson,
General Manager of
Cardinal Metal Works

BACKGROUND

Using Cardinal MetalWorks’ homegrown system, Isaacson ran into a handful of difficulties. “It was a real struggle. The system allowed us to quote and make a basic traveler, but it was totally inadequate,” said Isaacson. “The homegrown system was created by a small business computer consultant, which led to a lack of capabilities such as visibility and automation, resulting in errors and wasting time and money.”

Isaacson made the decision to switch out of their homegrown system when he evaluated different ERP systems at FABTECH, a trade show for the metal fabrication industry. During his search, he met David Ferguson, the CEO and founder of MIE Solutions. Isaacson had previous experience using JobBoss, another ERP software application, and was looking to invest in their product. However, he decided to move forward with MIE Trak Pro because it would better solve problems he was facing in his shop including deficient visibility, manual inputting, and lack of support.

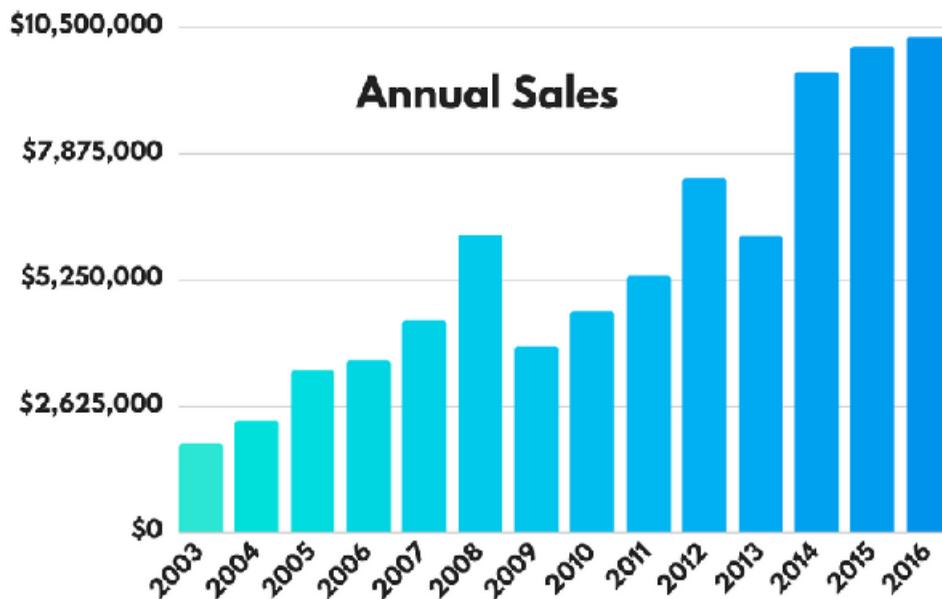
PROBLEM #1: LIMITED VISIBILITY

Isaacson knew that to grow Cardinal MetalWorks, there would need to be more visibility in their workflow. Isaacson had to keep track of what jobs needed to be completed, what machines were in use, and what materials were available to determine how long it would take to fill an order. However, their homegrown system was incapable of doing that. Without the ability to see everything that was happening on their shop floor, it was difficult to efficiently estimate and quote.

How MIE Trak Pro fixed it: MIE Trak Pro gave Cardinal Metal Works the visibility they needed. They were now able to track more efficiently through MIE Trak Pro's Dashboard, which allowed them to monitor the status of a job from quote to cash. Not only were they able to track their jobs, Dashboard also gave them a real-time snapshot of their entire workflow, which allowed for more efficient and accurate estimating and quoting.

“We were making tremendous mistakes by manually estimating. MIE Trak [Pro] makes that easier because the system tells you what to order. You don't need to rely on people.”

- Larry Isaacson,
General Manager of
Cardinal Metal Works



Cardinal MetalWorks purchased MIE Trak Pro in 2005. “In 2009, the stock market crashed. We had to lay off some people. Nobody had bonuses that year. It was tough, it was real tough. We didn't make as much money, but with MIE Trak Pro we kept the doors open.”

PROBLEM #2: NO AUTOMATION

With their homegrown system, Cardinal MetalWorks' administrators would have to spend hours each week manually entering data into their system. “We were making tremendous mistakes by manually estimating.” said Isaacson. This not only took many man-hours, but with so much data entry required, too many errors were being made. Cardinal Metal Works could reuse existing quotes.

How MIE Trak Pro fixed it: The data import functionality in MIE Trak Pro minimizes human error and manual entry. “MIE Trak Pro makes that easier because the system tells you what to order. You don’t need to rely on people,” explained Isaacson. His team is able to take customers’ CAD (Computer-Aided Design) files and use EDI (Electronic Data Interchange) to automatically import sales orders. Utilizing MIE Trak Pro’s automation features, Cardinal MetalWorks saves time and money by minimizing human error.

“What I liked most about [MIE Trak Pro] was that [it was] made specifically for metal fabrication.”

- Larry Isaacson,
General Manager of
Cardinal Metal Works

PROBLEM #3: LACK OF SUPPORT

Isaacson found that one big downfall to their homegrown system was no technical support. He relied heavily on their IT department to fix any issues. However, they did not have the resources and experience that an established ERP company offers. It became clear to management that they needed a system that supports Cardinal MetalWorks’ growth rather than hinders it. “We’re making parts for big manufacturers; they’ve got to have things on time and right. That software support response is really important to facilitate our service to our customers,” said Isaacson.

How MIE Trak Pro fixed it: Isaacson now has the assurance of knowing that MIE Trak Pro’s customer service portal is available 24/7 and backed by an experienced team. “I love MIE Trak Pro’s customer support. They always get back to us quickly, and their people are helpful and knowledgeable.” said Isaacson. As a result, there is a noticeable drop in downtime since any issues in the system are solved quickly through support tickets. In addition, new employees are quickly onboarded using MIE Solutions’ support portal. This support is essential to helping Isaacson have his shop running smoothly.

RESULTS

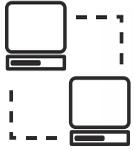
Since moving from their old system to MIE Trak Pro, Cardinal MetalWorks gained full visibility over their shop floor, decreased manual errors with automation, and found stellar product support. With MIE Trak Pro, they were able to position their company for substantial growth.

Cardinal MetalWorks expanded their company from 20 employees to 60 employees, and more than quadrupled their annual sales from \$2 million dollars to \$10 million dollars. “We would never have gotten this far without MIE Trak Pro. We’d be only selling \$2 million a year or be out of business. Anybody that doesn’t automate is asking for a really bad result,” said Isaacson.

“MIE Solutions always gets back to us quickly- the support technicians are helpful and knowledgeable. We’re making parts for big manufacturers; they’ve got to have things on time and right; that response is really important.”

- Larry Isaacson,
General Manager of
Cardinal Metal Works

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.



“In 2014, we went from \$4 million to \$8 million (annually) without increasing overhead. We’re still maintaining those numbers. We 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**

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 to the boss'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.

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

RECOGNITION

In 2017, MIE Trak Pro has received recognition as a Leader on Gartner's FrontRunners quadrant for Manufacturing software and a Contender on Gartner's FrontRunners quadrant for ERP software.

MIE Solutions has been selected to be on the 2017 Inc.5000 list recognizing the fastest growing companies in America. MIE Solutions' expansion of product enhancements domestically and globally have contributed to the Inc.5000 list ranking, which are determined by the rate of revenue growth.



*Integrated Data.
Informed Decisions.*

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