



## Flexmaster

The Flexmaster Management group recognized that company growth could not be maintained successfully without implementing a powerful yet flexible information system. Before going to market, they first identified the key benefits they were looking for in an ERP system. These criteria included:

- **Improved Customer Service** - they wanted to improve their on-time shipment deliveries.
- **Improved Financial Position** - they wanted to increase throughput they wanted better management of their inventory levels.
- **Improved Management Reporting** - they wanted enterprise visibility they wanted the ability to analyze company trends they wanted timely access to information.

Flexmaster spent several months researching the marketplace and in March, 2000 they selected to implement the VISUAL Manufacturing system. To achieve the enterprise visibility Flexmaster wanted they have installed a central Citrix server, which is used to process and store the data for all locations. The remote plants are all set up with their own networks and they use high-speed connections to log into the central Citrix server. According to Jim Bagshaw, MIS Manager for Flexmaster, "this configuration has provided many benefits to Flexmaster. From a business management position, because all of our data is now being stored on a central system, we are able to generate our key management reports when we need them. This gives us the ability to analyze the trends and make the necessary business decisions while we still have time to respond."

But the benefits of Citrix don't stop there, as Bagshaw continues, "From a support and training position we have also seen many benefits as a result of the Citrix server. First, because all of the software resides in a central location, the process of applying product updates is much easier to manage. Second, the training & support we have to provide to our remote locations has been greatly enhanced using the 'shadow session' feature available with Citrix."

To date, Flexmaster is running live in eight of their fourteen locations. When asked how VISUAL meets their criteria Bagshaw had this to say: "We are very pleased with the results we have experienced to date with VISUAL Manufacturing. Our customers are already enjoying more accurate delivery dates - because we are able to look up our current position on the system - there is no more guesswork. We have also realized benefits in the area of inventory management. With the VISUAL system, we can lookup part availability at all locations. We can then choose to drop ship parts to required locations instead of purchasing / building more inventory. The Advanced MRP system has also revolutionized the way we manage our purchasing. With MRP we are making our buying decisions with foreknowledge of our past usage, business trends, while taking into account orders booked and quoted." Bagshaw concludes with this "the VISUAL system is a complete system. It manages our operation from start to finish I can hardly wait for our remaining six locations to be brought on-line."

## Company Overview

Visionary Ian Donnelly founded Flexmaster Canada Ltd. over 20 years ago. During the past 20 years, Donnelly has kept a close eye on the changing needs of the market place and has adjusted and amended his flagship product line, as the industry needs changed and evolved.

Today, the company remains completely Canadian owned and operated. With fifteen plants of various sizes located throughout Canada & the United States, their state-of-the-art products are marketed world wide through a channel of more than 700 distributors.