



Godlan, Inc.

TEC CSS and Accreditation Report: 10 Years of Proving to Be a High-Quality ERP Service Provider

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Principal Analyst // April 2023

TEC CSS and ACCREDITATION

The TEC Customer Satisfaction Score (CSS) and Accreditation report assesses service providers' customer satisfaction levels through detailed surveys of real clients. TEC awards accredited status to only those companies that excel in client service. Our reports provide an overview of the service provider, a description of each customer project, and transparent reporting of our findings.



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ABOUT TEC'S CSS & ACCREDITATION

What Is the TEC Customer Satisfaction Score and Accreditation?



When adopting or modernizing any aspect of their enterprise software stack, organizations look to hire a software **service provider**—a vendor, value-added reseller (VAR), channel partner, implementer, systems integrator, or consultant—with the capabilities to provide high-quality services to achieve their goal.

As a prerequisite to this endeavor, organizations must conduct an evaluation of what a service provider can offer, the quality of their services, and their experience in providing these services. The TEC Customer Satisfaction Score (CSS) and Accreditation is a program that enables:

- Software **service providers** to highlight the quality of their services through a real-life customer user satisfaction evaluation using a data-driven and proven approach.
- Potential users or customers to learn from their peers about how the service provider has delivered the services and satisfied these companies' needs.

Designed with an impartial and data-backed approach, the program asks the service provider's clients to respond to TEC's detailed client satisfaction survey. The service provider is neither involved in the distribution or receipt of these client surveys nor has an opportunity to review or alter the ratings they receive from past customers.

The survey focuses on rating the quality of the services provided and the performance of the project team on several specific points, including deployment, project management, quality assurance, and more.

This rating, combined with data from the service provider itself, makes it possible to provide objective, data-driven insight about the service provider and to obtain both the **TEC CSS (Customer Satisfaction Score)** and **TEC CRS (Customer Recommendation Score)** as well as their accreditation.

Once the program has been completed, TEC awards the **TEC CSS and Accreditation** seal, report, and status to only those companies whose client surveys reveal a sustained trend of above-average customer satisfaction.

Want to know more about the TEC CSS and Accreditation program? Contact us at info@tec-centers.com.

ABOUT THIS TEC CSS and ACCREDITATION REPORT

Technology Evaluation Centers (TEC) is pleased to announce that Godlan, Inc. has successfully completed TEC's Customer Satisfaction Score (CSS) and Accreditation Program for 2023.

Godlan, Inc. has successfully completed the TEC Accreditation Program for over 10 years. This involves a separate analysis and new references for each edition, up to and including the year 2023.

This report reflects the results of the customer satisfaction review completed over the past 10 years in which TEC has surveyed a group of the service provider's customers and has been able to evaluate the overall customer satisfaction regarding Godlan's work in their capacity as partner of Infor for the upgrade and/or implementation of Infor SyteLine ERP systems.

This report also provides a complete analysis and reporting of the survey findings, clearly establishing how Godlan achieves its current CSS and CRS scores.

The report contains the following elements:

- A general profile of software services provider Godlan
- A summary of Godlan's customer customers and projects
- A full analysis of the data collected from customer surveys, along with:
 - Presentation and explanation of the TEC Customer Satisfaction Score (CSS)
 - Presentation and explanation of the TEC Recommendation Score (CRS)
 - A full analysis and scoring based on the information provided by Godlan's customers
 - An explanation of the TEC's expanded CSS and Accreditation seal.

For more details about Godlan, Inc. and the services the company offers, see Godlan's profile on TEC's IT Directory (<https://www3.technologyevaluation.com/research/company/Godlan-Inc.html>).



INTRODUCTION

With more than 25 years of experience helping companies with their enterprise software evaluation, selection, and transformation endeavors, TEC has established itself as an objective partner for many companies looking to evaluate and select the best enterprise software fit for their organizations and as a reliable source of information regarding the state of the enterprise software industry.

As enterprise software experts who maintain an impartial position, TEC does not endorse service providers, vendors, or products beyond verifying claims. Rather, it provides quantitative comparisons to industry averages and describes qualitative factors such as a software's user interface or a provider's client service patterns. This is one of the reasons why software providers rely on TEC for services that involve an objective analysis of their product and offering services, to be reflected publicly to the market.

In this case, we're compelled to note that Godlan stands out to our team of analysts. Godlan's commitment to excellence in client service, product knowledge, and industry expertise has been confirmed to TEC through interactions with many of their clients, not one of them standing in exception.

It is therefore our pleasure to issue Godlan's Customer Satisfaction Score and Accreditation report describing what we've come to know about Godlan's record of success and how that information was obtained.

In an exercise that did not involve the clients surveyed for this report, we conducted a series of interviews with both won and lost prospects of Godlan. This is part of a service we offer to proactive vendors and service providers that want to pinpoint their strengths and challenges through nuanced, detailed prospect feedback that is not easily gathered by the providers themselves.

Given a pool of more than 35 contacts, our industry analysts reached out for candid conversations about what made them choose or pass on Infor SyteLine.

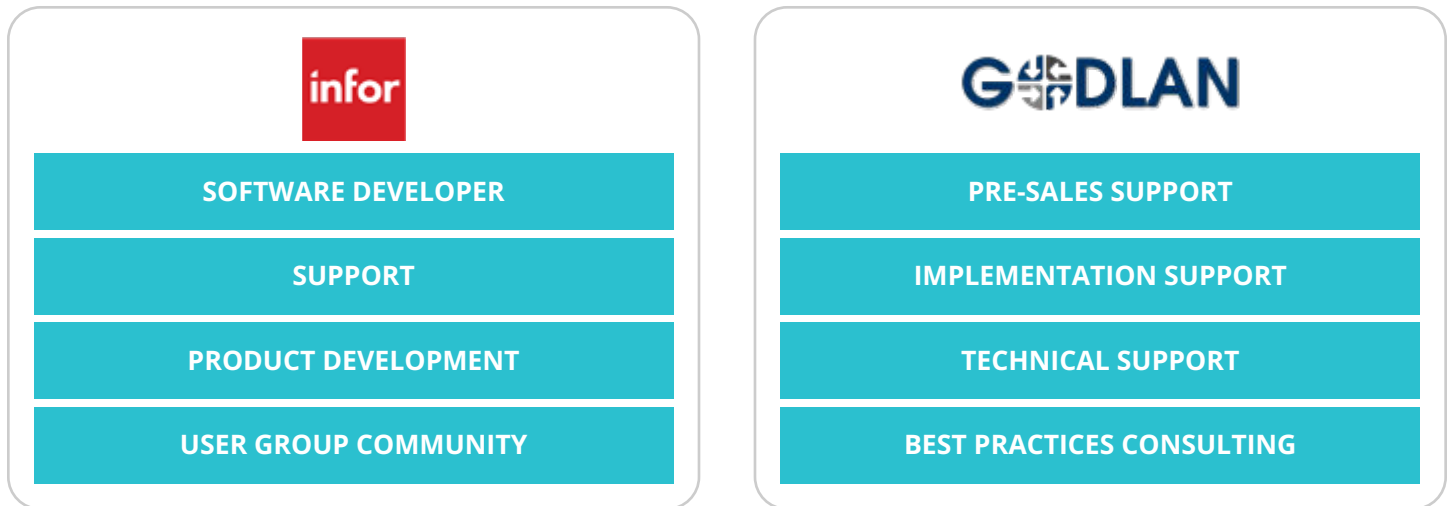
TEC reported Win/Loss Customer Interview findings back to Godlan in an anonymized fashion. Our experience with these customer interviews was quite remarkable: not one of Godlan's lost prospects cited the service provider's performance during the sales consultation process as a factor in the loss of the deal. Rather, even in these lost deals, customers lauded Godlan's product expertise, industry knowledge, and engagement level. The losses were pinned to software pricing undercuts by competitors or to specific functionality needs.

In each of the "won" cases, we heard not only what we expected to hear from companies that selected Infor's solution (that it provided the right functional fit for their current and future needs) but also that Godlan's performance was stellar and had influenced their decision.

ABOUT GODLAN

Godlan, Inc. is a Michigan-based partner of Infor that specializes in implementation, consulting, and other services for Infor SyteLine ERP (also known as CloudSuite Industrial), mainly for manufacturing clients. In business since 1984, Godlan has been working exclusively with SyteLine ERP software, from the product's original development by Symix, through several name changes and owners, until the product line was acquired by Infor in 2005. Since then, Godlan has established a very positive and productive relationship with Infor.

Godlan is not only a software distributor but also an Infor Gold Channel Partner. The roles of the software developer and partner differ from those of the typical developer-VAR relationship model. The client executes a software contract directly with Infor, whose responsibilities include ongoing development, support, and maintenance of the Infor SyteLine ERP product, while Godlan provides pre-sales resources, solution architecting, vision and facilitation of software implementation, and technical support through implementation, best practices consulting, along with deep industry expertise.



As a direct result of their deep manufacturing expertise and technical acumen, Godlan also offers product development in areas including the Industrial Internet of Things (IIoT). We invite you to read more about Godlan's IoT solution, Prophecy IoT®, in this product review report (<https://www3.technologyevaluation.com/research/tec-report/prophecy-iiot-uncovering-the-mysteries-of-shop-floor-operations.html>), which I had the pleasure of writing.

While their primary geographic market is the United States, Godlan has performed more than 1,000 Infor SyteLine ERP installations throughout the United States, Mexico, the UK, and Canada. They work with manufacturers of all sizes, but Godlan's primary focus is midsize discrete manufacturers. The company's goal can be summed up in two words: bigger and better. Godlan wants to grow—in the right way.

Godlan's industry focus is directly related to SyteLine ERP's embedded strengths, which include discrete production, configurable product, and make-to-order manufacturing. Godlan has worked with many customers in multiple industry verticals within the arena of manufacturing and manufactured goods distribution. The major solutions that they specialize in are as follows:

- aerospace and defense
- specialty and recreational vehicles
- boats and shipbuilding
- automotive (OEM and aftermarket)
- high-tech and electronics
- medical devices
- rubber and plastics
- metal fabrication
- industrial equipment and machinery
- furniture and fixtures
- general and industrial manufacturing
- military and government contractors

In addition to serving these industries, Godlan offers solutions for customers that operate in recipe and process-based manufacturing through Infor's Process Manufacturing Pack for the SyteLine ERP solution.

Godlan is diligent regarding their clients' needs and implementation processes, and this results in customer success. Godlan has received many awards and credentials over the years, including multiple Infor SyteLine Partner of the Year awards, Infor Circle of Excellence, as well as Inc. 5000 America's Fastest Growing Companies. Godlan offers the largest SyteLine ERP Professional Services team in the world, and this team continues to grow.

Godlan provides a variety of services to their clients, including:

- Infor SyteLine ERP installation and implementation
- Infor SyteLine ERP training and technical support
- consulting in manufacturing, business process improvement, solution implementation, and project management
- network and database administrating
- lean manufacturing consulting and education
- digital transformation consulting
- Industrial IoT (IIoT) / Smart Factory

According to Godlan, the company's competitive advantages are as follows:

1. **Deep industry knowledge in manufacturing**—Godlan has a solid internal company structure; the company's consultative professionals boast many certifications, including MBA, CPA, CPIM, and PMP. Individuals have an average of 10 years of experience in manufacturing and operations management.
2. **Lowest total cost of ownership (TCO)**—Infor SyteLine ERP, built on the Microsoft.Net open development platform, has industry-specific functionality out of the box, minimizing the need for customizations. Additionally, customizations can be stored as metadata and will carry forward in version upgrades, further reducing software costs. Infor SyteLine ERP boasts the lowest TCO of leading ERP packages.
3. **Beauty as a competence**—Infor's proven business applications deliver innovative new capabilities in the areas of social business, mobility, analytics, and integration, as well as major enhancements across all of Infor's product lines. Godlan believes that enterprise software should host an experience as comfortable as the software used at home or socially. The company's vision for enterprise software boils down to three fundamental principles: it must feel natural, it must be meaningful, and it must be enjoyable. It's about not only making pretty products but also delivering benefits that improve everyday experiences.
4. **Configure, price, quote**—Godlan is the exclusive partner in the Infor community designated as CPQ Micro-Vertical experts, Certified in CPQ, and is a designated "CPQ Cross-Sell" partner. Infor CPQ provides a holistic approach to the design, production, and sale of customized products. CPQ enables "Guided Selling," which increases sales, accuracy, and customer satisfaction. No matter how straightforward or complex the manufacturing scenario is, Godlan helps customers respond quickly and accurately to their customers' demands with the implementation of CPQ. CPQ allows manufacturers to produce customized products on the tightest of schedules to the most stringent customer specifications, and also provides an error-free purchasing experience.
5. **Various deployment models**—Godlan provides a variety of deployment options for products: on-premises perpetual license, software as a service (SaaS) or cloud, fully hosted (or cloud) perpetual license, or a hybrid option to suit customers' business needs.
6. **Digital transformation**—Godlan implements Prophecy IoT®, their leading IIoT solution, in competitive manufacturing environments. As global manufacturing processes become more complex, especially in high-volume industries, the need exists for a state-of-the-art IIoT solution that provides real-time insight and analytics into plant operations. By linking shop floor machine data with ERP data, Prophecy IoT® has successfully bridged the IIoT gap for small to midsize companies by focusing on improving efficiency, reducing machine downtime, reducing human error, and providing advanced analytics.

Godlan, Inc. has achieved TEC Accreditation for their ERP services in the discrete manufacturing industry, where the company works to provide rapid implementation at a lower TCO than their competitors.

CLIENT PROJECTS

TEC surveyed 10 of Godlan’s clients, asking them to rate and comment on the quality of services received throughout the software upgrade/implementation project, the service provider’s maintenance and support services, and the overall project management, knowledge, and professionalism of the service provider’s team.

Client References Snapshot

	CLIENT ONE	CLIENT TWO	CLIENT THREE	CLIENT FOUR	CLIENT FIVE
INDUSTRY	Aerospace/ defense equipment manufacturing	Design and packaging	Aerospace/ defense equipment manufacturing	Industrial products manufacturing	Medical device manufacturing
ANNUAL REVENUE	\$51 to \$250 million (USD)	\$51 to \$250 million (USD)	\$51 to \$250 million (USD)	\$10 to \$50 million (USD)	\$51 to \$250 million (USD)
CONCURRENT USERS	201–500	51–100	26–50	1–25	26–50
COMPANY HQ	US	US	US	US	US

	CLIENT SIX	CLIENT SEVEN	CLIENT EIGHT	CLIENT NINE	CLIENT TEN
INDUSTRY	Aerospace/ defense equipment manufacturing	Discrete manufacturing	Electronic/ high-tech components manufacturing	Pharmaceutical/ healthcare manufacturing	Manufacturing/ welding Machines
ANNUAL REVENUE	\$10 to \$50 million (USD)	\$10 to \$50 million (USD)	Less than \$10 million (USD)	\$10 to \$50 million (USD)	Less than \$10 to million (USD)
CONCURRENT USERS	26–50	26–50	1–25	26–50	1–25
COMPANY HQ	US	US	US	US	US

PROJECT SUMMARIES

PROJECT 1

DESCRIPTION	SyteLine ERP implementation. This implementation was aimed to establish the foundation for SyteLine ERP adoption by the other lines of business at the company and to allow for the necessary scalability and flexibility to adapt to the changing nature of the company's business needs. The project included the following goals in addition to the usual timeline and budget stakes:
OBJECTIVES	<ul style="list-style-type: none">• To develop a usable enterprise business system and reduce the complexity of the existing web of custom applications through the use of out-of-the-box functionality.• To have a minimal business impact and fully comply with all regulatory and customer data requirements.• To develop expert knowledge in a team of subject matter experts (SMEs) and information technology (IT) staff in order to conduct system development following implementation and execute system training across the organization.

PROJECT 2

DESCRIPTION	SyteLine ERP upgrade. In addition to upgrading the current version of SyteLine ERP to the latest version, the project aimed to:
OBJECTIVES	<ul style="list-style-type: none">• Streamline the dock-to-stock process.• Improve the production planning and scheduling processes.• Improve the forecasting and customer service processes.

PROJECT 3

DESCRIPTION	SyteLine ERP upgrade. In addition to upgrading the current version of SyteLine ERP to the latest version, the project mandate was to:
OBJECTIVES	<ul style="list-style-type: none">• Implement Advanced Planning and Scheduling to improve those processes.• Implement Shop-Trak to improve production reporting and costs analysis.

PROJECT 4

DESCRIPTION	SyteLine ERP upgrade. In addition to upgrading the current version of SyteLine ERP to the latest version, the project aimed to:
OBJECTIVES	<ul style="list-style-type: none">• Leverage SyteLine Portals for 360-degree access to information.• Bring a new software acquisition onto the SyteLine ERP system in an accelerated time frame.

PROJECT 5

DESCRIPTION

SyteLine ERP implementation.
This project would serve as the foundation of the company's wider adoption of SyteLine ERP in their other business operations in the US and Europe. In addition, the following goals governed the project:

OBJECTIVES

- Grow the business through the creation of loyal customers by allowing staff to quickly and accurately handle all customer inquiries.
- Run the business using the most current and well-tested technologies.
- Use business systems with the scalability and flexibility needed to grow and adapt to changing business needs.

PROJECT 6

DESCRIPTION

SyteLine ERP implementation.
The client chose to replace their DOS-based legacy ERP system with Infor SyteLine ERP. The project also needed to ensure:

OBJECTIVES

- Integration with the parent company's ERP software.
- Improvement and optimization of internal business processes.

PROJECT 7

DESCRIPTION

SyteLine ERP implementation.
This manufacturer needed to phase out two ERP systems that were supporting three businesses that had recently amalgamated. Specific needs and goals included:

OBJECTIVES

- Extensive customization of job order handling for optimal use of the Advanced Planning and Scheduling module.
- Careful planning and ambitious timeline targets for a two-phase rollout (one for each ERP being replaced); the second go-live was achieved three months early, allowing the company to start a new year with their new ERP system completely implemented.

PROJECT 8

DESCRIPTION

SyteLine ERP upgrade from legacy software with a perpetual (hosted) model to a multitenant software-as-a-service (SaaS) model. Specific goals included:

OBJECTIVES

- Realize better service-level responsiveness by leveraging Infor's multitenant SaaS support capabilities.
- Repurpose former 9.00.30 modifications for CloudSuite Industrial (CSI) v10 environment by leveraging Dataviews as much as possible.
- Gain the efficiencies of Infor's multitenant update cadence.

PROJECT 9

DESCRIPTION

Sytleline ERP upgrade/re-implementation. This manufacturing company had been running an older version of SytleLine on premise for a number of years. As part of their Digital Transformation, they were not only upgrading to the latest version of CSI SytleLine but also migrating their CSI SytleLine instance to the cloud (within Infor's Multitenant SaaS environment). Their specific objectives included:

OBJECTIVES

- Have a more robust business continuity plan as it relates to disaster recovery.
- Adopt best-in-class business processes in the areas of Quote to Cash, Procure to Pay, and Plan to Produce.
- Incorporate better tracking and visibility for both their raw materials inventory as well as finished goods inventory.
- Implement a quality system to track all defects (material and nonmaterial) within the system.
- Achieve more accurate and timely reporting of production by accessing machine-level data directly and integrating to CSI SytleLine.

PROJECT 10

DESCRIPTION

SytleLine ERP upgrade and transition from on-premise environment to a multitenant SaaS environment. Specific goals included:

OBJECTIVES

- Leverage SytleLine Portals for 360-degree access to information.
- Bring a new software acquisition onto the SytleLine ERP system in an accelerated time frame.
- Realize better service-level responsiveness by leveraging Infor's multitenant SaaS support capabilities.



TEC'S CUSTOMER SATISFACTION ANALYSIS AND SCORING

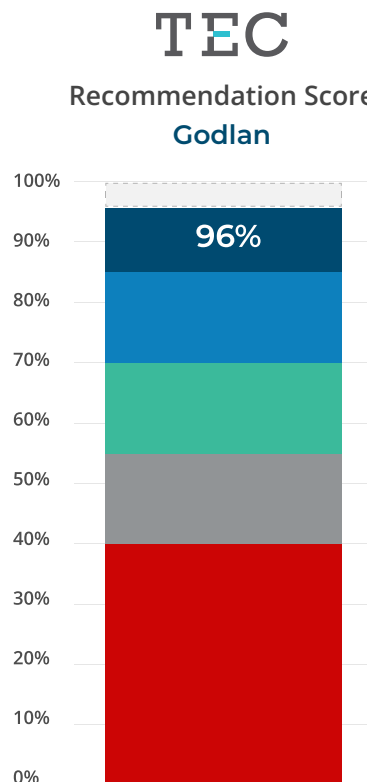
The following section is dedicated to presenting analyses of data collected from Godlan's customers for the creation of this report. The findings, presented in the form of graphs, are corroborated by expert opinion, and depict two key elements of this report:

- **The TEC Customer Recommendation Score (CRS)**—measures/scores the willingness of customers to recommend the service provider to their peers.
- **The TEC Customer Satisfaction Score (CSS)**—measures/scores the overall level of satisfaction perceived by the service provider's customers.

Additionally, the section highlights other potential attributes of the service provider worthy of mention, including the number of qualified references and the industry(ies) the service provider shows experience in.

THE TEC CUSTOMER RECOMMENDATION SCORE

Godlan has shown consistent levels of acceptance within all customers TEC has had the opportunity to survey. One key aspect of the recommendation criteria is its overall level across almost all customers, giving Godlan not only a high score but also a consistent one.



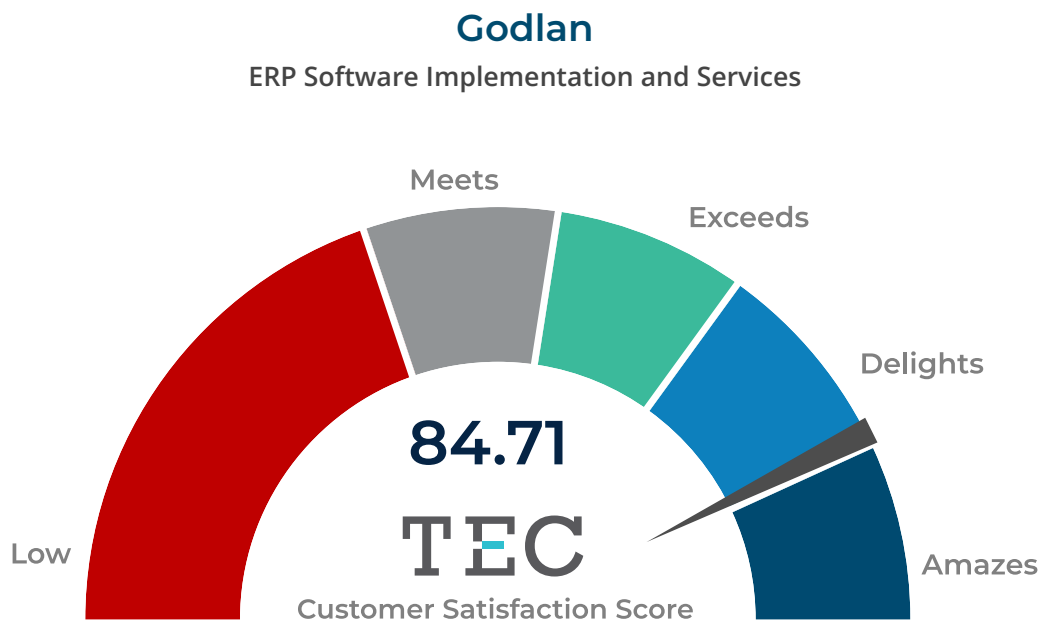
With a recommendation score of 96%, Godlan’s customers have expressed a strong willingness to recommend the service provider to their peers. Moreover, this score gains more relevance considering that Godlan has been consistently accredited through a 10-year period.

Godlan has thus been able to retain high levels of service over time and even across customer organizations of different sizes operating in different industries. This is no small achievement on the part of Godlan.

THE TEC CUSTOMER SATISFACTION SCORE

During the 10 years that TEC has had the opportunity to measure Godlan’s implementation and consultancy services, customers have pegged Godlan’s performance between “exceeded expectations” and “greatly exceeded expectations.” This represents tremendous success and consistency in a competitive and demanding landscape.

As a result, the following TEC Customer Satisfaction Score shows how Godlan not just exceeds but delights customers with a high level of customer service and experience during all stages of the project—from pre-, post-, to actual deployment.



Godlan stands out in their service delivery and support during implementation and post-implementation in their actual service achievements, as reported by real customers over long-term engagements. The services provided by Godlan are demonstrably outstanding, as shown in a more detailed analysis of results in the following sections.

CUSTOMER SATISFACTION DATA ANALYSIS

The following section provides a more detailed representation of the results obtained through the customer surveys, along with customer interviews. We present the customer satisfaction score for following dimensions of services received:

- Services received during project implementation
- Service delivery and support during project implementation
- Maintenance after implementation
- Overall project during implementation
- Overall Customer Satisfaction (Scores)

We provide first the TEC Customer Satisfaction Score followed by a graphical representation of the CSS for each of the 10 Godlan customers (depicted in the chart as Reference number).

Customer Satisfaction with Services Received During Project Implementation

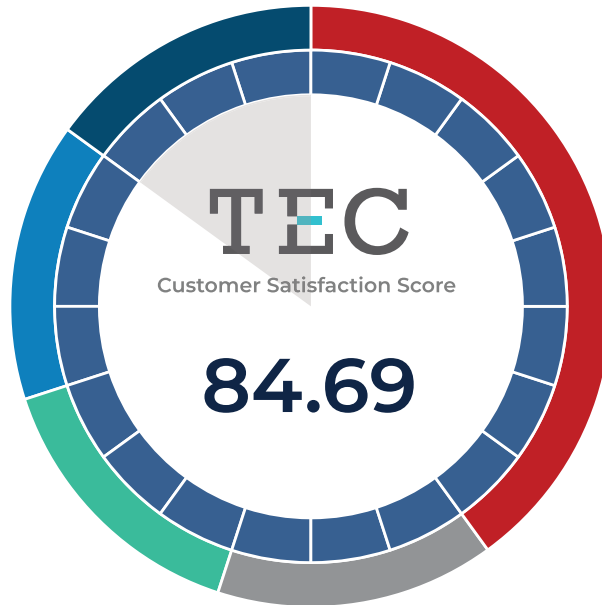
This section gathered information pertaining to the services provided by Godlan during the software upgrade/implementation process. The survey provided 26 questions relating to this area including rating the following:

- How was the mapping (business process to functional requirements) conducted?
- How was data cleansing performed?
- How was change management conducted?
- System management
- System performance
- Application support service quality

The TEC CSS below shows a TEC CSS of almost 85, a high and consistent result across the upgrade/implementation process from 10 customers.

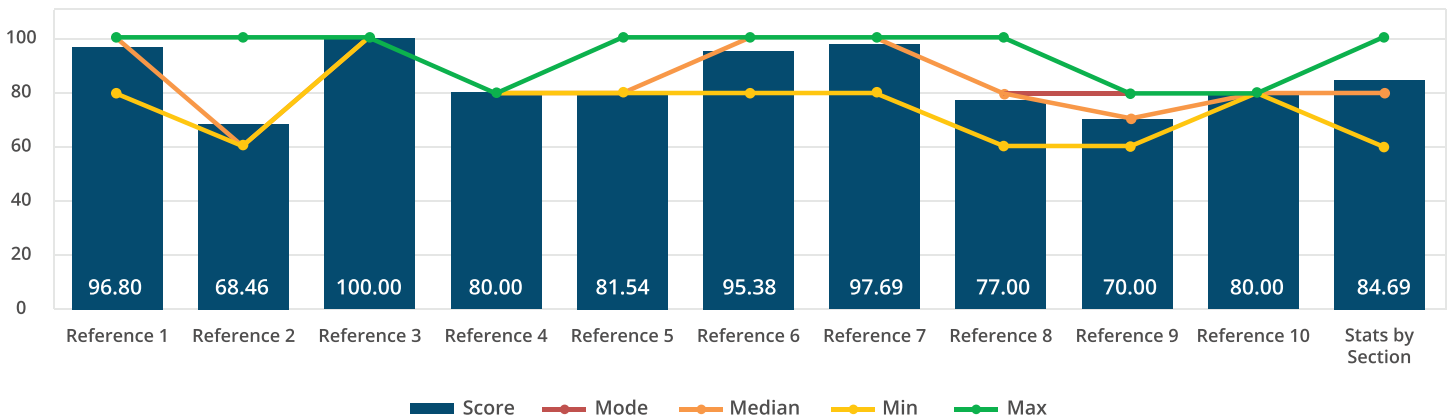
Godlan

Services Received During Project Implementation



This high score is also shown consistently across every customer referenced during the accreditation process, with only one exception. Customer 9 expresses an average of 70% or more level of satisfaction during the crucial stage of software implementation.

Customer Satisfaction with Services Received During Project Implementation



"Integration with our existing system was our main and biggest concern. I was impressed by Godlan's emphasis on not only executing the implementation plan but also helping to map out how we could get our own customers and users on board. They had pragmatic suggestions and plans to help us make sure the investment was used well by our customers."

- Windows & Doors Manufacturer

Customer Satisfaction with Service Delivery and Support During Project Implementation

Another key aspect during the implementation process has to do with how the service was delivered. This section surveyed customers 12 questions such as:

- Was the service delivered as promised?
- Were commitments met?
- What was the quality of after-sales support?
- What was the quality of the training provided?

In this regard, it is notable that Godlan's approach to implementing a new business solution is based, as Godlan mentions, upon the philosophy that:

"An implementation is only successful when it enables a company to achieve its stated business objectives."

According to Godlan:

"Simply installing software, even an enterprise system, and training users on its use provide little guarantee that a company will be more competitive in the marketplace, let alone realize a sufficient return on its investment."

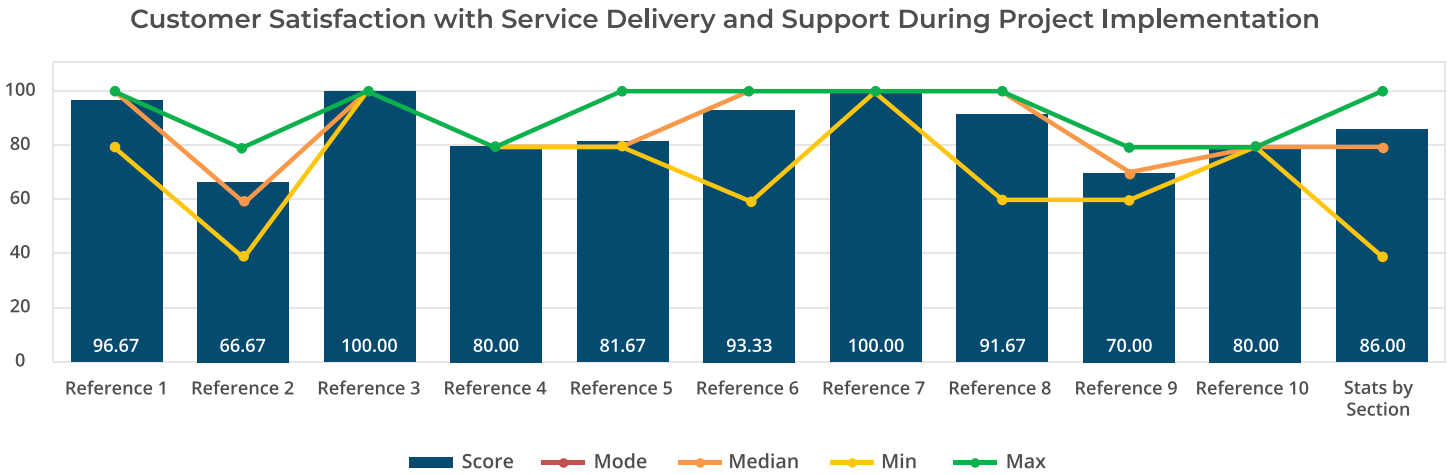
Consequently, Godlan has achieved a high TEC CSS of 86 within this section, providing evidence of its consistent high-quality delivery of services.

Godlan Service Delivery & Support During Project Implementation



Godlan’s implementation philosophy to achieving success is to first identify the critical challenges and then adapt rapidly.

This is shown in the following chart, with consistent results across all customers interviewed.



“Responsive team that knew the business and the product very well. They were also very upfront on pricing, very transparent.” – Second Windows & Doors Manufacturer

Customer Satisfaction with Maintenance After Implementation

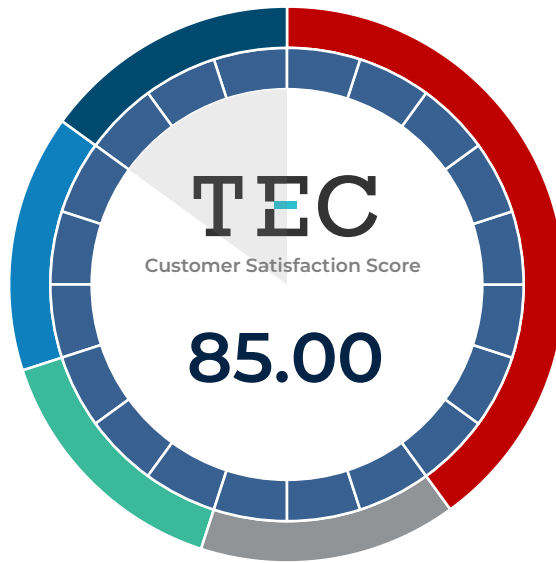
This section of the survey allowed for an assessment of how Godlan’s IT staff handled the maintenance process, how easily they could apply changes, and how fast the support staff was able to respond to post-production issues.

Thanks to a solid professional services organization (PSO), Godlan offers efficient and effective maintenance and consulting services after the Infor Syteline implementation has been completed, maintaining reliable services throughout the software operation process of the organization.

Consequently, Godlan has been able to achieve a reliable and consistent TEC CSS of 85 for post-implementation maintenance and services.

Godlan

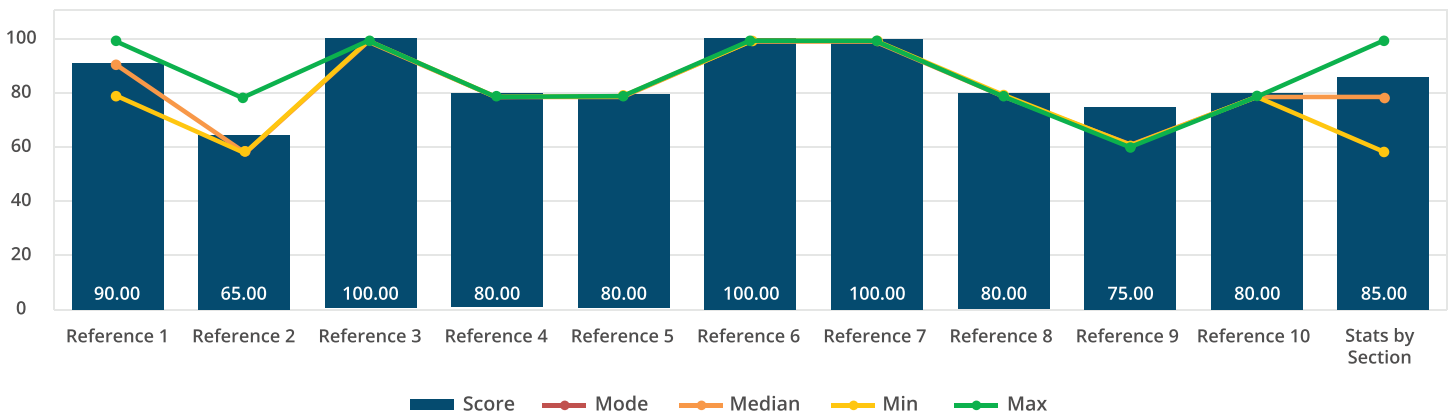
Satisfaction with Maintenance After Implementation



The survey responses from Godlan’s 10 customers confidently assess and analyze Godlan PSO’s level of Infor SyteLine ERP implementations as well as the ensuing software usage, showing that Godlan provides reliable post-implementation services.

The following chart depicts the individual scores for each customer, showing Godlan’s high performance levels of post-implementation services.

Customer Satisfaction with Maintenance After Implementation



“Godlan put in the time to ensure that our entire team understood all the nuances of how the upgrade and new modules would impact our organization. They likewise made sure that their team had a clear understanding of our needs. They addressed all of our industry-specific requirements and never made us feel as though it was a burden.” – Pharmaceutical and Healthcare Manufacturing

Customer Satisfaction with Overall Project During Implementation

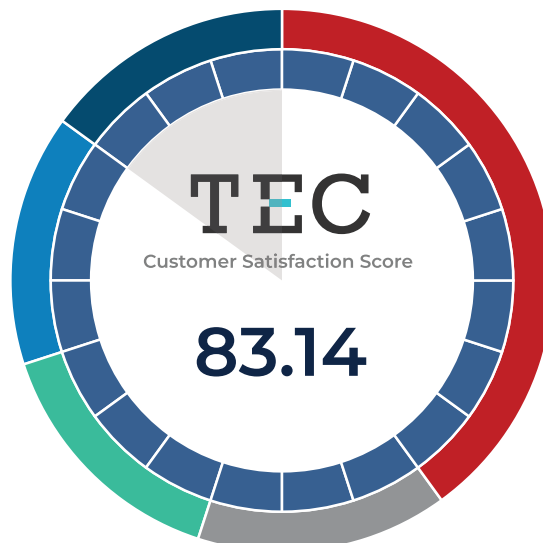
In this fourth dimension of service assessed, TEC evaluates the overall satisfaction levels customers have over the entire duration of the implementation project. Survey questions in this section relate to the following:

- How easy it was to turn the project over to users
- How easy it was to perform modifications
- The quality of the provider’s quality testing procedures
- The accuracy of the provider’s estimates for project costs and resources
- The way project challenges were handled
- The provider’s project management performance

One key aspect of Godlan’s approach to implementation success has to do with an emphasis on collaboration between the company and their customers. Godlan enables close collaboration between both teams through the entire project, from its preparation to its completion, allowing for interactions and proactive handling of issues, minimizing risks, and effecting immediate problem resolution.

In this section, Godlan attained a TEC overall CSS score of 83, which signals a strong acceptance on the way Godlan handled their projects, according to customer references.

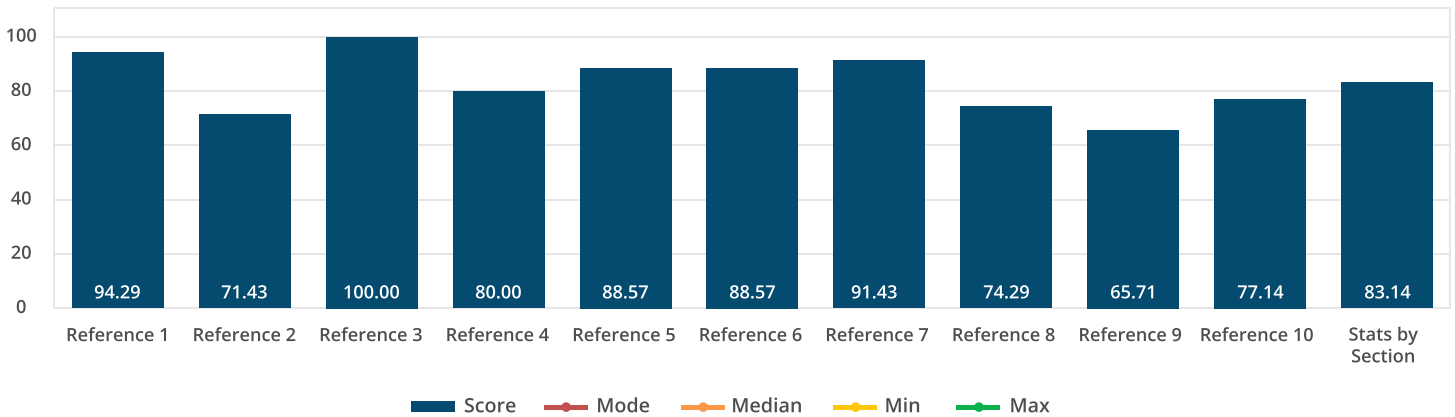
Godlan Overall Score for Project During Implementation



To describe this score in a more specific way, the following chart shows the score for each reference, allowing us to see the myriad high scores, particularly customer references 1, 3, and 7.

It is possible then, with these results, to understand and, perhaps even justify, the willingness of Godlan’s customers to not only engage in long-term commitments with the service provider but also be willing to recommend Godlan to their peers (see the recommendation score further above).

Customer Satisfaction with Overall Project During Implementation



“Their sales reps performed extremely well on conveying the specific value the software could bring to us, especially compared to Microsoft’s and SAP’s teams. Godlan showed a strong understanding of our industry and its particulars, and they took that into account the whole way through.” – Defense Manufacturing

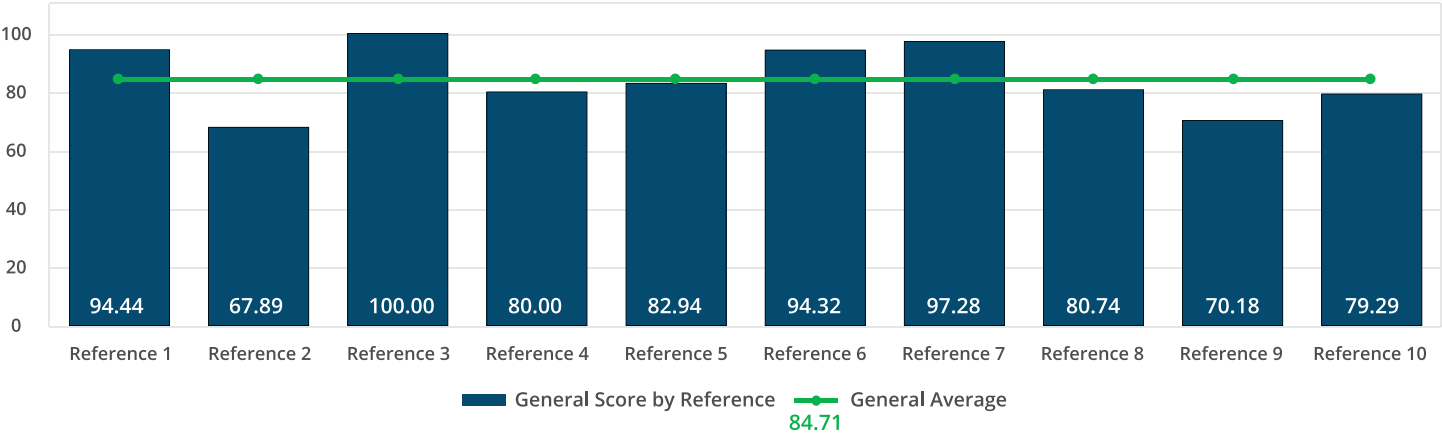
Overall Customer Satisfaction (Scores)

If we look at the average customer satisfaction score across these 10 customer references, Godlan achieves a high score of 84.71. The green line in the chart below depicts the TEC CSS across customer references, and with the exception of reference number two, we can see a consistently high score overall across Godlan’s customers and a confirmation of Godlan’s solid service offering throughout the software implementation process.

The results provide confirmation of Godlan’s availability of a highly skilled and experienced team of business and technology professionals for providing high-quality and reliable software implementation services for Infor’s SyteLine line of enterprise ERP solutions.

The findings also underscore the service provider’s understanding of each customer’s needs and a commitment to supporting their customers on every step of their implementation journey.

Overall Customer Satisfaction Levels by Reference



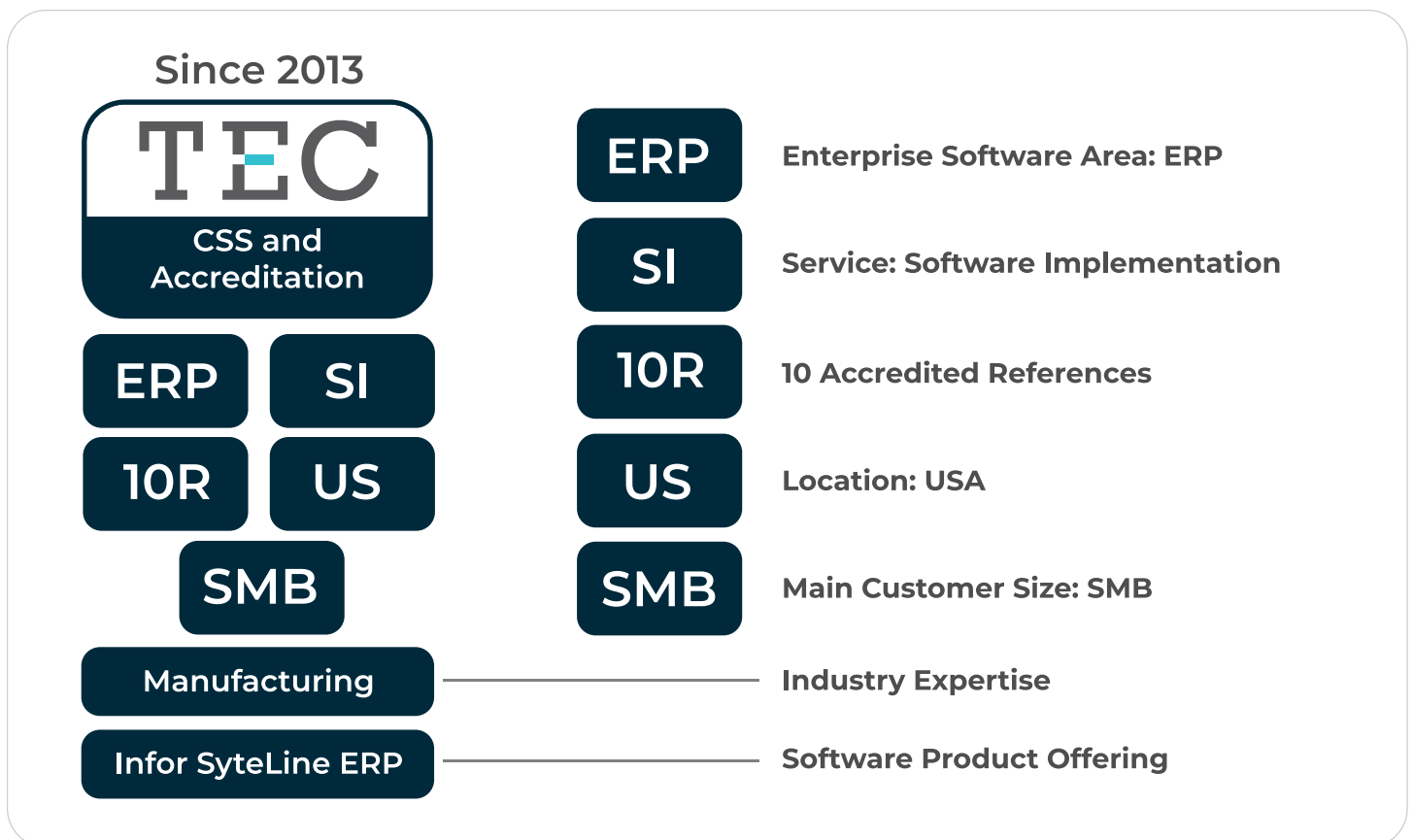
“Godlan was reassuring in their follow-up to make sure everything was progressing as planned and that all needs were met. Their consultants were goal oriented and helped to keep the project on track.” – Electronic and High-Tech Components Manufacturing



THE EXPANDED TEC ACCREDITATION AND CSS SEAL

Once Godlan has completed the TEC CSS and Accreditation program, the service provider is awarded the official TEC CSS and Accreditation Seal. The expanded TEC CSS and Accreditation seal contains pertinent information on Godlan's accreditation:

- Category of enterprise software
- Type of service
- Number of customers involved in the accreditation program
- Godlan's location
- Target customer size
- Industry expertise
- Software product offering



Note: TEC conducted a series of telephone interviews with former Godlan customers, some in relation to the accreditation process, and some for a separate analysis. Interspersed in this report are quotes from Godlan's customers about their experience in working with the service provider.

QUESTIONS & ANSWERS WITH GODLAN

TEC asked Bobby Rudder, VP of Marketing and Communications for Godlan, to shed more light on Godlan as an organization and the state of the manufacturing industry.

TEC: What are Godlan's core values as a service provider?

Bobby Rudder (BR): Our core values are encapsulated in the name we chose for our company:

God honoring—God has a lot to say about business. Therefore, Godlan believes it only makes sense that we subscribe to His principles in our own business conduct.

Outstanding products and services—Godlan intends to represent and deliver only the best products and services. Quality and excellence must be the hallmarks of who we are.

Delivering results—Customers must see benefits in doing business with Godlan. It is what they expect. It is what Godlan expects to provide.

Loyalty/leadership—Loyalty reflects a depth of relationship. Leadership reflects a willingness to be out front, a take-charge mindset.

Always customer focused—Customers want answers. Are you committed to excellence? Can you be trusted? Do you genuinely care about them? Yes, Yes, and Yes!

Never complacent—Godlan has a passion for excellence. Where can we improve? What does it take? How can it be done? How can we set an ever-higher standard?

TEC: What have your clients taught you? How has Godlan grown and changed over the past several years?

BR: Our every action must be executed with excellence. Our clients' time is precious and it is important that Godlan consistently meet and/or exceed our customers' expectations. As a result of input from our clients, Godlan continues to expand our professional services organization to meet their needs. This expansion includes growing both the size of Godlan's professional services organization, which has grown exponentially in the past five years, and our core competence in areas that are important to our clients. An excellent example is the development of our Prophecy IoT® offering, bringing a state-of-the-art IIoT solution to any-size client.

TEC: How are newer technologies—the Internet of Things, increasing automation, and digital transformation, in general—impacting manufacturing practices and ERP for manufacturing software?

BR: The technologies you mentioned are having an incredible impact on manufacturing today. Godlan has developed from the ground up an Industrial IoT solution called Prophecy IoT®. Shop floor and machine-level data has some value on its own, but combining it with ERP system information creates business intelligence that leads to true digital transformation. Prophecy IoT® provides value by delivering actionable information from the production floor to the top floor of management. The use of ERP, IIoT, CPQ, 3D visualization, and other solutions, combined with our omnichannel capabilities, allows us to approach manufacturing performance holistically and truly equip manufacturers so they can dominate their market space.

TEC: What do you see happening in the US manufacturing sector in the next several years?

BR: We are continuing to see growth in manufacturing, and with the significant increase in remote work we are seeing companies gravitate to a SaaS subscription deployment model faster than ever to simplify connectivity, reduce physical hardware responsibilities, and ensure an “always current version” model to mitigate some of the increasing cybersecurity risks.

TEC: What is it about the partnership with Infor that contributes to Godlan’s success?

BR: By partnering with Infor, Godlan is enabled to sell and implement one of the leading ERP solutions in the marketplace—Infor SyteLine ERP. Our relationship with Infor enables our staff to access state-of-the-art sales, pre-sales, and implementation training and certification by Infor’s education and training organization.

TEC: What are you most proud of accomplishing as a company over the past couple of challenging years?

BR: We are proud of our team, which pivoted early in 2020/2021 to an effective remote services delivery model in order to continue serving our clients while responding to the changing travel and interaction restrictions. Customer satisfaction remained high, and as an organization we grew our business year over year in all three years 2020/2021/2022, marking our 13th consecutive year of growth.

TEC: What are Godlan’s added areas of focus for 2023?

BR: Godlan is expanding focus on omnichannel for manufacturers in 2023 to empower our customer interactions and enhance satisfaction. In addition to shop floor performance and accuracy, the areas of sales, marketing, and customer satisfaction are critical for today’s leading manufacturers, and Godlan has the consulting talent and solutions to enable organizations to excel in all these areas.

GODLAN—DETAILED PROFILE

The following provides an understanding of Godlan, Inc. and the types of professional services the company offers.

Product Supported

Infor SyteLine ERP

Regions Supported

North America

Application Areas

Accounting and financial management

Asset management

Business intelligence and data management

Customer relationship management

Enterprise resource planning

Human capital management

Information management and collaboration

Product lifecycle management

Project and process management

Supply chain management

Product configuration management

Industrial IoT

CPQ (Configure Price Quote)

Industries

Aerospace and defense

Aerospace equipment

Computer, IT, and software

Construction

Electronics and high-tech components

Manufacturing

Motor vehicles

Telecommunications

Transportation

Warehousing

Other

Departments Supported

Accounting and finance
Administration
Customer service
Engineering and design
Facility management
Human resources (HR)
Information technology (IT)
Logistics
Maintenance
Marketing

Operations
Planning
Production
Purchasing
Quality control
Research and development
Sales
Security
Warehouse or inventory control

Services Offered

Application support
Business management
Business needs assessments
Business process modeling
Business process re-engineering
Change management
Consulting
Customization
Data cleansing
Data conversion
Data migration
Defining system requirements
Disaster recovery Exchange management
Hardware and infrastructure
Implementation
Implementation audits
Implementation services
Integration issues

IT infrastructure design and planning
Mapping (business process to functional requirements)
Market intelligence
Optimizing performance
Programming services
Project management Security
Reporting services
Service level agreements
Software licenses
Software selection
Support channel services
System evaluation and comparison
System management
Tender preparation and vendor selection
Testing and rollout of an application
Training
Understanding industry trends

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