



Case Study

Zildjian Implementation for Infor CloudSuite Industrial ERP

The Zildjian Company has been synonymous with setting the standard for the development and manufacture of high-performance musical instruments since 1623. As the world's leading maker of cymbals, drumsticks, and percussion mallets, Zildjian products are sold across the globe, under the Zildjian, Vic Firth, and Balter brands, and are the standard to which all other cymbals, drumsticks and mallets are measured.

“Godlan provided excellent hands-on and timely support as we moved through the varying phases of the upgrade and implementation.”

- Jim Clifford, Director of IT, Zildjian

Company Snapshot

Company

The Zildjian Company

Location

Norwell, Massachusetts

Industry

Musical Instrument
Manufacturing

Products

Infor SyteLine



Performance and Efficiency Increased

Zildjian achieved massive performance and efficiency increases with the upgrade to the latest SyteLine version. They saw massive performance increase on order entry and report generation. Existing modifications to the previous version of SyteLine were also uplifted and improved as part of the upgrade process, resulting in tremendous improvement in workflow.

After the upgrade was completed, staff reported greatly increased efficiency due to both performance increases and user interface improvements. This allowed Sales Support staff to respond to customers more quickly with relevant information and documentation through reporting. In addition, multiple versions of forms and reports were standardized during the implementation and upgrade process which greatly decreased the burden on support staff generating modifications.

Initial Challenges

- Cumbersome reporting processes
- Slow order entry due to customizations
- Security issues

Success Points

- Latest features activated and security concerns resolved
- Improved performance and efficiency across the board
- Smooth upgrade implementation with no issues
- Project was on budget and delivered on time

“Godlan guided us through the process in a way that felt more like working with colleagues than consultants.”

– Jim Clifford, Director of IT, Zildjian