Dexter Research Experiences a Successful and Smooth ERP Implementation with Godlan

Dexter RESEARCH CENTER

Facts at a glance

Solution: ERP
Products: CloudSuite Industrial (SyteLine) ERP, APS
Industry: Thermopile Thin-film and Silicon Products
Location: Michigan
Headquarters: Dexter, MI, USA

"Our experience with Godlan was very positive. Our lead implementation engineer was outstanding, he clearly knew the software and was very patient and accommodated our specific business processes. Our project came in under budget."

— Cory Ziegler,
   CFO, Dexter Research Center, Inc

About the company

Since 1977, Dexter Research has been the preferred provider of infrared thermopile detectors for science and industry. Today we offer the world's largest selection of thermopile-based solutions including high-quality, high-output Bismuth-Antimony thin film and silicon-based infrared-sensing thermopile detectors. We offer standard detectors in high volumes. We also customize detectors for specific needs. Integrated modules serve as complete sensing subsystems. Customers in scientific research, automotive, aerospace, home appliances, security systems, medical equipment, and more now rely on Dexter Research for the highest-performance detectors. www.dexterresearch.com

Challenges

- Previous ERP system was no longer supported and incompatible with operating system upgrades

- Due to poor implementation of previous system and inadequate training, user confidence was low

- Purchasing required manual processes

- Due to costing limitations, product level profitability was not visible

- Quality and scheduling included manual processes creating inefficiencies

Benefits

- The data conversion process was smooth and data requirements were clearly defined

- End users are adopting APS (Advanced Planning & Scheduling) and realizing the benefits

- The ERP implementation was successful and the project came in under budget

- Leveraging APS we can adjust based on real time customer demand and material availability

- Workbench suite has eliminated reliance on excel and access

"Every week we encounter or realize another aspect of the system (CloudSuite Industrial SyteLine) that can help us improve our efficiency."

— Cory Ziegler,
   CFO, Dexter Research Center, Inc