CASE STUDY

STEEL-CRAFT DOOR PRODUCTS LTD.

Reflex ERP provides modern solution to optimize growth for Canada's largest overhead door manufacturer

About

Steel-Craft Door Products Ltd. is the largest overhead door manufacturer in Canada, founded in 1963 by Art Mihalcheon, and operating from its 265,000 square foot manufacturing facility located in Edmonton, Alberta, Canada.

In addition to the manufacturing / distribution facility, Steel-Craft has a number of sister companies and dealers located in most major centers across Canada.

S|C STEEL-CRAFT
DOOR PRODUCTS LTD.

www.steel-craft.ca ⊕

The Steel-Craft group of companies had been a client of Reflex Enterprise Solutions Group for over 25 years, running the Reflex ERP software V6.5. In 2014, the company decided it required a new ERP platform that offered more flexibility and consistency across all business units. They performed a review and selected three software options for the upgrade, one of which was the new Reflex ERP V10.15.

Upon performing the review, Steel-Craft determined that the new ERP software had to meet the diverse requirements of all the company's business units: manufacturing, distribution, warehouse management, installation and service management, and project management. Steel-Craft also determined a number of key objectives for the new software, including full document management capabilities, the ability to access information on any device, and full integration throughout the software.

CHALLENGE ● ● ● ● ● ●

Steel-Craft wanted a software solution that could singlehandedly manage all parts of the business, from project management to warehouse management. The goal was to find an ERP that could offer full real-time data management without making use of several different programs.

Rather than having to use multiple software programs that didn't speak to one another or share information, Steel-Craft wanted a fully-integrated, all-in-one solution that could help to streamline their business processes.

Not only did this solution require functionality for Steel-Craft's business units (i.e. manufacturing,

distribution, warehouse management, installation and service management, and project management), the company also outlined a few other features that would be desirable in the chosen solution:

- Consistency of presentation across all systems and modules

- Software speed and performance in all locations

- User-defined work-flows with full routing and audit points

- Full document management, business intelligence and analytics

- The option to provide a hosted "cloud-based" solution or hosted in-house

- Modern technology on a highly flexible and adaptable platform to optimize future growth

- One solution with all modules fully integrated

- Full adherence to the concept of Master Data Management

- Secure access to information at any time

- Access to information from anywhere via mobile devices

- Connectivity to self-serve web-portals

Additionally, Steel-Craft required a quick turnaround on this project, with the goal of having a new ERP system implemented and running within a nine-month period.

SOLUTION • • • • • •

Only one ERP software system—Reflex ERP V10.15—offered everything listed on Steel-Craft's requirements—and it did so at the fraction of the cost of its competitors.

The new Reflex ERP V10.15 was selected as Steel-Craft's new ERP system in January 2015. Before full implementation of the software, Reflex performed a test conversion with the Steel-Craft database, along with further performance and stress tests, to ensure the system would operate as advertised. During this initial testing phase, the system was hosted in the cloud.

Steel-Craft officially signed-off on the implementation of Reflex ERP V10.15 in May 2015, with the requirement that the software must be implemented and in production by September 1, 2015.

Despite the short timeframe, the Reflex ERP implementation was successful and delivered on time and on budget for the required Go Live date. The software remained hosted in the cloud for the first month, before the decision was made to bring it back in-house based on a review of the overall economics.

RESULTS • • • • • •

Thanks to the new Reflex ERP V10.15, Steel-Craft has managed to set the stage for future growth of the business. The company now has access to automation of the production line with direct tie-in to the Reflex dashboards, production modules and analytics, and an upgraded version of the web self-service portals for employees, clients, vendors, and other stakeholders.

"With the migration to Version 10.15, Reflex continues to be a strategic solution for all of our company and operational requirements," says Gerald Telidetzki, Chief Financial Officer. "We are very happy with the partnership with Reflex and would not hesitate to recommend their products and services to other companies considering a move to a modern "Next Generation" ERP system."

About Reflex

Reflex Enterprise Solutions Group Inc. is a software development company based out of Edmonton, Alberta. For more than 30 years, we have provided modern business and technology solutions to a wide variety of clients, on a national and international level.

Our client experience includes industries such as construction, distribution, manufacturing, land development, and property management, as well as public sector and government clients. Not only do we deliver a software solution to help clients address the challenges of today, we also build lasting business partnerships with our clients. We measure our success by the value we deliver and not by the number of products we sell.

For more information, please contact us:

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