



At a Glance

CIMTEK

Industry

Electronics testing solutions

Employees

130 Employees

Headquarters

Burlington, Ontario

Solution

Epicor Enterprise

Business Challenge

Continued growth and manual processes created inefficiencies across the enterprise

Solution

Integrated solution for managing front and back offices activities that could support growth

Business Benefits

- Better visibility into the ongoing activities of its sales force
- More accurate and longer range sales pipelines
- Increased efficiency in accounts payable processing

Return on Investment

- Time to complete month-end closing reduced by 50%
- Automated purchasing approvals reduce turn-around time from one day to less than 2 hours

CIMTEK provides electronics manufacturers with test solutions relying on test expertise, and products and platforms developed over 50 years. Over the years, CIMTEK has built a strong reputation in providing high value to their customers, resulting in steady growth for the company. As growth continued, they realized they were outgrowing their accounting system and Excel spreadsheets.

"We essentially had hit a critical mass with our process systems," said Ruth Baylis, business process analyst for CIMTEK. "Our accounting solution could only take us so far. Also, our customer database solution had become unreliable. We needed to find new systems for managing both our front and back office activities." CIMTEK quickly determined that an integrated solution would allow the company to expand its business without risking the profit center.

Through a comprehensive evaluation, CIMTEK narrowed its initial list of over a half dozen systems down to two, and ultimately determined that Epicor Enterprise would best meet its needs. In addition to a clean look and feel, the Epicor solution offered increased cost collection capabilities through a projects module provided by an Epicor alliance partner that was tightly integrated with the overall system.

Building a More Accurate Pipeline

With the implementation of Epicor CRM, CIMTEK saw immediate results through better visibility into the ongoing activities of its sales force. The entire global sales team has real-time access, through remote and local means, to contact information, opportunities and quotes. "We're a very open, collaborative sales organization, so having a tool in place where everyone can see each others opportunities is helpful," said Baylis.

CIMTEK has also leveraged the workflow automation capabilities in Epicor CRM, developing several triggers in the system to provide automatic notifications to sales team and management personnel, such as weekly and monthly reports and notifications of key customer activity.

"Because everything is automated, the Epicor solution has cut down on sales administrative work as well as sped up the flow to production," said Baylis.

Epicor CRM has been instrumental in enabling CIMTEK to expand its sales force. With better abilities to manage all activities, access to broad, real-time forecasts has significantly increased. "Sales efforts can be hard to quantify. Epicor CRM has provided us with a much better line on our pipeline," said Baylis. "Our forecasts are longer range. We can look at more than a day to see where we're going, and that helps everything from budgeting for the business, to overall resource planning."

Streamlining Financial Reporting

Financial's cash management capability automatically handles multiple currencies for the company, ensuring the calculations are accurate. Also, whereas accounting month-end used to take, on average, seven working days to close, Epicor Financials has allowed CIMTEK to reduce that time by over 50%, with month-end closing occurring over approximately three days.

Additionally, accounts payable processing has sped up by hours each month. Goods are received in the Epicor system, instead of on an Excel spreadsheet, and receipts do not have to be manually re-entered into the accounting system, improving accuracy and control. "The addition of Epicor Financials has made a huge difference for us because nothing is done manually anymore — the system automatically balances its own journal entries," said Baylis. "Epicor Financials has provided us with a real-time picture of what is happening on the financial side, not only from an accounts payable and accounts receivable perspective but how that ties into our overall budgets."

Prior to Epicor, CIMTEK used Excel spreadsheets to manage purchasing, inventory and receiving. Now, purchasing approvals are on-line, replacing paper copies being physically managed in the office, reducing turn-around time from one day to less than two hours. PO's are automatically redirected to a delegate for approval if necessary, and escalated if not reviewed within one day.

Integrated Solution Improves Project Management

Through an Epicor alliance with Star System Solutions, CIMTEK implemented Star Projects, a fully integrated project accounting system. With the addition of Star Projects, CIMTEK is able to track the actual execution of its projects, including materials, labor and travel, etc., enabling them to collect costs accordingly.

Star Projects has reduced the time it takes to evaluate the success of individual projects. Assessing one project's performance at any given moment used to require at least 3 hours of hand calculations and checking. "Our ability to compare budget versus actual and determine if we're making money on a project at any given time is a huge benefit," said Baylis. "We typically track over 100 different projects concurrently. The accuracy and granularity of our data has improved dramatically. Now, management can spend time analyzing data instead of looking for data."

CIMTEK has been very pleased with Epicor Enterprise, which has enabled them to significantly streamline processes and provide its entire team with an easy-to-use and flexible infrastructure. "There is just so much potential for the whole system, and every month that goes by we're continuing to maximize our ROI," said Baylis.

"Epicor Financials has provided us with a real-time picture of what is happening on the financial side, not only from an accounts payable and accounts receivable perspective but how that ties into our overall budgets."

Ruth Baylis, business process analyst
CIMTEK

About Epicor

Epicor is a leading provider of enterprise business software solutions to the midmarket and divisions of Global 1000 companies. Founded in 1984, Epicor serves over 20,000 customers in more than 140 countries, providing solutions in over 30 languages.



Corporate Office

804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean

Bldv. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa

Precise EMEA
6-8 Market Place
Reading RG1 2EG
Berkshire
United Kingdom
Phone: +44.1189.254.964

Asia

238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia

Precise Business Solutions
Level 1, 116 Hobart St.
Mt. Hawthorn, WA 6016
Australia
Phone: +61.8.9242.5933
Fax: +61.8.9242.5934