

MOR/ryde



Choosing the Right ERP Implementation Partner



ERP Implementation Case Study

MOR/ryde International

Elkhart, IN

Case Brief:

The Challenge:

Founded in 1966 in Elkhart, Indiana, MOR/ryde International makes suspension systems, trailer brakes and aftermarket products for the recreational and commercial vehicle industry. The company has also expanded into custom-fabricated solutions, designing, engineering and producing components and systems for automotive, medical equipment, agriculture and general manufacturing. They have more than 300 employees in multiple facilities.

MOR/ryde has been an ERP-driven enterprise for nearly two decades, using – and customizing – earlier versions of the Infor VISUAL ERP manufacturing software. Over time, the system became cumbersome and slow, thanks in part to the earlier custom components. Internally, the perception was that the existing ERP system – VISUAL 6.38 – could not be upgraded and still retain essential custom components. Moreover, the company had grown dramatically, and was managing more than 3,000 open work orders and more than 70,000 SKU's worth of components across multiple plants. A major change was in order.

So MOR/ryde decided to look around, and in March of 2010, they selected a competing ERP software vendor, one that made a virtue out of being a single-source partnership, and was deemed to be a better fit for their corporation. MOR/ryde didn't make the decision lightly...they retained an outside software selection consultant who provided deep industry experience and a strong process for vetting and selecting the best possible partner.

According to Jan Freers ERP Specialist at MOR/ryde, "We were excited to get the new ERP system, since we thought it provided everything we were looking for. We even agreed to hold back for a couple of months until the demo version we saw was released."

The Result (Part One):

The promise of tight, one-party integration turned south almost right from the start. Only a few weeks into the implementation process, it became obvious that the new release of the vendor's ERP system – demonstrated during the sales effort – could not live up to the promise. Most importantly, the vendor's multi-plant accounting module – a key reason to switch from VISUAL – was not available out-of-the-box.

Despite this setback, MOR/ryde chose to adapt and plow forward, loading the system database and testing capabilities before a switchover. Problems mushroomed, beginning with an inability for the new system to create an accurate bill of materials for complex projects (a steadily increasing share of company projects). And the much-ballyhooed customer service advantage of a single-source vendor began to disappear as well:

- ★ The vendor assigned MOR/ryde a newly-minted implementation manager who proved not up to the task. Simple tasks – fixing log-in problems and completing a simple conversion table, for example – took weeks to deliver, despite continued requests.
- ★ When MOR/ryde requested a new point person for the project, the vendor refused, as well as multiple requests to change the out-of-the-box configuration of the software.

MOR/ryde never did get to the point of adding the custom modules into the new system...they suspended the ERP implementation in October 2010 and in November 2010 chose instead to go back to Infor ERP VISUAL. "We never even got to the complex part of the implementation," Freers added. "The whole process was going nowhere, so we pulled the plug."



Course correction:

MOR/ryde reached out to BizTech for help (for more than a decade, BizTech had collaborated with the company's IT staff to customize earlier versions of VISUAL). The challenge: pick up the pieces of the failed implementation, figure out how to "implant" both the MOR/ryde ERP database and earlier custom modules into a new version of Infor ERP VISUAL, then conduct the conversion seamlessly and switch over from the outdated version. MOR/ryde and BizTech agreed on a two-stage approach.

MOR/ryde provided BizTech with a copy of their database to test. After extensive testing, BizTech confirmed that the company could upgrade in two steps, first into VISUAL 6.54 and then – after some database cleansing and some re-programming of the custom modules – upgrade again to VISUAL 7.0. That final step would give MOR/ryde everything they wanted in their original ERP vendor selection specification.

Prior to the first upgrade, BizTech loaded and tested the old modules on a new virtual server system, then upgraded the original database and loaded in a remote test environment for MOR/ryde's team to use to test and learn. BizTech also created ways to automatically load new data without manual data entry. "The BizTech team was fast and flexible all the way through this difficult period", Freer said. "At one point, we asked our BizTech consultant how one data management issue could be resolved. The time stamp on his e-mail response was around 4 a.m. the next morning, and that was typical."

The new version of VISUAL was re-tested in MOR/ryde's own environment prior to launch. VISUAL 6.54 went live in mid-January 2011, a little over two months after the other ERP implementation was scrapped.

As soon as the first-stage changeover was complete, MOR/ryde and BizTech completed database cleansing and tweaked the custom modules to be fully compatible with VISUAL.

The Result (Part Two):

With Infor ERP VISUAL, MOR/ryde now has all of the features and functionality they originally wanted, without having to scrap any of their data or replace the custom modules. That includes:

- ★ Features like a turbocharged search capability, better bill of lading capability, bar code upgrades and direct fax/email communications from the system
- ★ Multi-plant integration
- ★ The elimination of stand-alone systems that MOR/ryde created and customized to cover some of the earlier gaps in ERP functionality.

"Everything we went outside for, we're getting with the VISUAL software," Freers said. "For the first time in a while, we are confident that our ERP system can easily handle corporate growth for a long time to come."





Together With You

Your organization will benefit from our team's commitment and hands-on experience. You'll gain a competitive advantage with a manufacturing software solution that delivers end-to-end functionality, low cost of ownership and ease-of-use to meet the complex needs of your manufacturing business. You'll agree that the combination of Infor ERP VISUAL and the BizTech Team is the right choice.

Your solution choices include:

- ★ Business & ERP Software Systems
- ★ Implementation Planning
- ★ End-User Training
- ★ Best Practice Consulting
- ★ Data Conversion & Importing
- ★ Version Upgrades & Migrations
- ★ Custom Programming
- ★ Disaster Recovery & Business Continuity
- ★ Virtual Workplace
- ★ Computer Network Support

About BizTech

Founded in 1999, Business Technical Consulting, LLC (BizTech) is dedicated to providing complete Enterprise Resource Planning (ERP) and Information Technology (IT) solutions that deliver long-term benefits to small and mid-sized manufacturing companies.

Like our 500+ clients throughout North America and 5,000 VISUAL customers worldwide, you can rest assured that your projects are in the right hands. BizTech is an Infor ERP VISUAL Channel Partner, a Microsoft Certified Partner, Comptia A+ Certified and a Citrix Authorized Solution Advisor. BizTech offers industry-leading technologies such as Infor, Microsoft, Dell, HP, Citrix, Cisco, Symantec, Sonicwall, ThinPrint, Wyse, Epson, Lexmark, and Xerox.

The BizTech Team has one simple goal: to partner with your company in a joint effort to improve your business processes and increase your profitability.

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**BizTech is your single-source
Enterprise Resource Planning
(ERP) software provider.**

With strategic technology solutions and a seasoned implementation team, your company will benefit from centralized accountability, a simplified project plan and the most efficient implementation of Infor ERP VISUAL.