

RAMP Industries



customer success story

Improving productivity and profit with Infor ERP SyteLine

The Company

RAMP Industries is a leading contract electronic manufacturer that serves the military, industrial, medical and transportation industries. Among the specialties of the 30-year-old company, which employs 150, are printed circuit board assembly, cable and wire harness assembly, electromechanical assembly, conformal coating, bonding, potting and complete test services. Headquartered in Binghamton, N.Y., RAMP Industries operates a modern 60,000-square-foot facility that is ISO 9001:2000 certified.

The Situation

RAMP found itself under consistent pressure to provide quotes to customers in a timely and efficient manner. It had been operating with an IBM System/36 that employed home-grown software. The outdated technology required an inordinately long time for manual entry of data, and then the data could not be extracted in a form that allowed vendors to respond expeditiously. Buyers needed to hand write all requests for quotation and fax them to vendors. An increasing amount of information required to develop these quotes, and to communicate with customers, came to RAMP in the form of electronic data. Drawings and bills of material, for example, were delivered to RAMP electronically, but RAMP itself was bound to a manual system.

Furthermore, the system was not integrated and was plagued with considerable redundancy of data entry. All general ledger entries were entered manually and, without integration, data inaccuracies grew. Additionally, RAMP was not able to determine if it was making money on a job until the job was complete, hampering the company from taking early and valuable proactive steps to make process changes to ensure profitability.

The company required an ERP system that would integrate its processes rapidly, seamlessly and electronically to allow for greater accuracy and improved cost control.

The Solution

In 2004, RAMP implemented Infor ERP SyteLine Release 7 and subsequently upgraded to version 7.03. The company chose the solution after a long search for the right product and implementation partner. Infor Channel and Solution Partner, RSVP Business Systems, introduced Infor SyteLine to RAMP and provided the extensive product and technology knowledge that made RAMP feel comfortable. That comfort, combined with the ability to personalize the solution, was the critical reasons RAMP selected Infor.

“Most ERP systems are built to accommodate most industries,” points out RAMP IT director Lynne Deamer. “Consequently, we would never use many of the fields. Our users were only familiar with a home-grown, green-screen system. We wanted to make the transition as easy as possible. With Infor SyteLine, we were able to hide the fields we

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focus on essentials

Infor takes pride in the 20 years of experience we have in the manufacturing industry. Using our deep base of industry knowledge and proven communications and planning applications, we help suppliers and manufacturers achieve their business goals.

We are passionately focused on providing comprehensive solutions that meet the unique challenges of the manufacturing industry on a global scale. Our solutions are comprehensive, open and modular, giving you the optimal choices to meet today's challenges and leverage tomorrow's opportunities.

weren't going to use, which made the screens more user friendly. We also were able to rename fields - we did not want to have to change our naming conventions. Through implementing this solution, we were able to rename a field system-wide, in one simple step."

Deamer said RAMP also employed the solution's ability to add fields to tables and screens. "Every company has information unique to it," she said. "It was extremely important that we have the ability to capture all the data necessary to run our company."

Real Results

Deamer reports that Infor ERP SyteLine has helped RAMP employees become more productive and the company become more profitable. Among the examples Deamer cites are these: "Infor has helped us become more productive by allowing users to open multiple forms at the same time, rather than having to go in and out of different menus. The solution has helped us become more profitable by giving us the ability to look at jobs at any point in time in the process and correct any problems so that we can fix them proactively."

Specifically, Deamer recounts these real results impacting efficiency, time to market and profitability:

- RAMP has increased user efficiency by 25 percent through the multiple-forms capability and the ability to search on multiple fields.
- The time required to enter bills of material and routings has plummeted 75 percent as a result of the ability to copy and paste from Excel. The result has been increased employee efficiency and shorter time to process requests for quotations, leading to a reduction in time to market.
- The cost of RAMP's printing supplies dropped 50 percent because employees now can preview reports instead of printing them.
- Time saved by converting purchase orders to PDF files and e-mailing them, instead of printing to paper and faxing, has cut the time required to enter purchase orders by 30 percent.
- The time needed to receive purchase orders has been reduced by 50 percent, because employees no longer need to enter each item and the quantity. All the information is available on the electronic purchase order receiving form and can be easily selected. The same functionality on the job material transactions form has significantly reduced the time required to enter pick transactions.
- The ability to analyze jobs in process at any time has enabled RAMP to correct problems proactively during the manufacturing process and/or material flow, maximizing its profitability.

Perhaps the result most indicative of the change at RAMP, however, is the fact that, after three decades in business, the company's president now has a PC on his desk. "Instead of asking someone to look something up or print a report," says Deamer, "he is accessing the data himself. With the easy user interface, the president has embraced the new software and has filtered his enthusiasm down through the organization."



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