

Carando Technologies Relies on Epicor for Complete Business Visibility

Company Facts

Overview

- ▶ Location—Stockton, California
- ▶ Industry—Industrial machinery manufacturing
- ▶ Website—www.carando.net

Success Highlights

Challenges

- ▶ Tracking and sustaining production of a complex product

Solution

- ▶ Epicor® ERP

Benefits

- ▶ Provided visibility and accessibility of data needed to understand business health
- ▶ Allowed for easy management of complex bill of materials
- ▶ Gained efficiencies with capabilities that make it easier to manage workflow orders
- ▶ Empowered employees by providing real-time access to the shop floor



Carando Technologies is a production equipment manufacturer that specializes in equipment to make the insides of washers, dryers, heaters, and 55-gallon oil drums. Founded in 1909, the company ships worldwide to leading domestic appliance manufacturers. Carando is unique in that it's only one of two companies in the country that specialize in this type of equipment manufacturing—and one of only a handful in the world.

The company has been with Epicor since the 1980s and has been able to grow thanks to Epicor solutions.

“Over the years, Epicor has really transformed how we run the business,” said Shannon Crawford, office manager, Carando Technologies. “For instance, in production, we started using the scheduling function which we didn’t have prior to Epicor. We now have a real-time view into our job scheduling board and see our shop load to provide customers an accurate job completion date.”

End-to-end business solutions

“Our most recent implementation took three months. It was very smooth and organized,” recalled Crawford. “We had a project manager touch base with us every week. We had deadlines and goals that were all met, and when it was installed, we had some onsite training. It was helpful for us to get going on the system, and it also allowed us to see some additional features we didn’t know we had.”

The company is preparing to take advantage of a favorable marketplace, and Epicor will be there to help guide Carando ahead of the competition. “One of the best features of Epicor is the ability to keep track of every part we make—in its entirety—without having to drill down from sub-assembly to subsequent sub-assemblies,” explained Laura Keir, chief financial officer at Carando. “Being able to do the job-to-job costing and take that part to build a machine—yet

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—Laura Keir, Chief Financial Officer | Carando

still locate it by the part number immediately with all associated costs—is crucial to helping us produce quality jobs, and Epicor does that.”

With so many multinational companies on its roster of customers, Carando also has to consistently deal with an ebb and flow of orders, which it does successfully thanks to the Part Advisor function. “Part Advisor is probably one of our most popular functions, because we deal with international companies that may ask about what kinds of price breaks we can offer or storing the item in our warehouse, so with a couple of clicks in Part Advisor, we can determine the margin we would get from an order and make a decision accordingly,” said Crawford.

Simplified solutions for a complex product

The Carando team is nimble and often has to juggle multiple tasks in Epicor ERP in the same day, though some are more important than others—such as accounts receivable (AR). “One of my favorite things about the latest version of Epicor ERP is the tiles function,” revealed Crawford. “I have an AR tile that changes throughout the day as I post payments, and other users in our system can see these changes in real time, allowing them to work with the latest information to make business decisions.”

“I can’t honestly picture a day without running Epicor,” said Brandi Loock, production coordinator with Carando. “We use it and rely on it so heavily. We go from quotes, to sales,

to production, to purchasing, to shipping, to billing. There’s nothing we don’t use Epicor for. The more you utilize the system, the more work it does for you, which is really what you want it to do at the end of the day.”

“Epicor is able to seamlessly grow with us and without us worrying about it. The amount of information that’s available today in Epicor has helped us grow our business,” concluded Keir. “In the past, we weren’t able to see that information in one spot, and I think that’s been one of the most important factors in utilizing Epicor ERP.”

About Encompass

Encompass Solutions is a business and software consulting firm that specializes in ERP systems, EDI, and Managed Services support for Manufacturers and Distributors. Serving small and medium-sized businesses since 2001, Encompass has helped modernize operations and automate processes for hundreds of customers across the globe. Whether undertaking full-scale implementation, integration, and renovation of existing systems, Encompass provides a specialized approach to every client’s needs. By identifying customer requirements and addressing them with the right solutions, we ensure our clients are equipped to match the pace of Industry.

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