

Unique Fire Chooses Epicor ERP To Achieve Competitive Advantage Through Enhanced Operational Efficiency



Company Facts

Overview

- ▶ Location—Selangor, Malaysia
- ▶ Industry—Manufacturing and Specialist Industrial Services
- ▶ Operation Type—Make to Stock
- ▶ Website—www.uniquefire.com



Success Highlights

Challenges

- ▶ Needed to eliminate operational silos and give managers fast access to business-critical reports
- ▶ Lacked an integrated ERP solution that delivered real-time visibility of inventory and other key production processes

Solution

- ▶ Epicor® ERP

Benefits

- ▶ Instant access to reports and analytics make it easy to scrutinize the performance of every area of the business
- ▶ Daily activity updates—including information on returns—and accurate monthly financial reporting make it easier to control and track performance
- ▶ Enhanced inventory visibility has enabled the company to reduce its stock holding and significantly improve cash flow

Unique Fire is a total fire prevention solutions provider and manufacturer of a comprehensive range of fire protection systems and equipment. Supplying specialist commercial contractors in the Asia-Pacific region, the company's solutions and products have been deployed in underground stations, theme parks, shopping malls, and airport terminals.

Unique Fire also operates its Unique Digital Innovation (UDI) Division, a business-to-consumer (B2C) eCommerce platform that is dedicated to expanding the company's online presence across the region.

Growth plans hindered by inadequate systems

In the last decade, Unique Fire has steadily expanded its operations, building additional state-of-the-art manufacturing facilities and introducing new product lines. Today it is recognized as one of Malaysia's leading companies involved in the trading and servicing of fire protection equipment, and a well-known manufacturer of extinguishers and fire hose reels.

To facilitate its expansion, management wanted to put in place an enterprise resource planning (ERP) system that integrated key functions across the business and streamlined its processes. Along with simplifying the processing of information across the company, the ERP platform would deliver a 360-degree view of key performance indicators (KPIs) so managers could identify opportunities for improvements.

"Various departments were operating in silos, and we lacked the end-to-end visibility required to achieve our full potential. Decision-making was often subject to delays and our forecasting was inaccurate," said Ryan Liew, director of product engineering and services at Unique. As a result, managers struggled to improve the efficiency of processes such as sales order processing or inventory.

“We are confident that Epicor ERP will help Unique Fire continue on our smooth growth path and confirm our industry leadership.”

Ryan Liew, director of product engineering and services | Unique Fire

“We were frustrated, for example, by the lack of traceability on returns. This meant we needed to keep a high level of inventory on hand to be confident we could fulfill orders,” continued Liew.

Having established the need for an ERP solution, the company considered a number of potential suppliers—including some well-known industry giants.

Improvement in operational efficiency

During the initial three-month implementation phase, Unique Fire deployed Epicor ERP sales, purchase, production, finance, and shipment modules.

“Thanks to Epicor ERP, we now receive accurate information on a daily basis and are able to comprehensively track all our activities,” explained Liew.

“The overall results have been exceptional. Revenues have gradually increased, and our stock control has improved so much that today we only need to maintain optimum inventory. Our accounts receivable process is also much more efficient, with more accurate and faster debt collection.”

Company-wide utilization promises continued growth

The new Epicor ERP system has also had a positive impact on staff productivity.

“We have 20 concurrent users of the Epicor system across all departments who now utilize it for their daily operations,” said Liew. “Epicor ERP is so flexible, user-friendly, and straightforward to use that our staff are not only more productive, but also more satisfied with their daily work experience.”

In fact, many staff use tablet computers to access Epicor ERP while away from their desks to serve customers more efficiently and track all customer interactions. They

are also able to manage their own work schedules more effectively, and with less direct supervision.

“Training from Epicor partner Finsoft allows new teams get up and running with the system fast. We are in no doubt that Epicor is the best ERP solution for a manufacturing organization such as ours,” continued Liew.

While Unique Fire operates in a sector that does not have a large number of major players, and very few are digitized, implementing Epicor ERP has given the company a distinct advantage—one that is accelerating its success and helping to build a smarter firm. As Mr. Liew said, “We are confident that Epicor ERP will help Unique Fire continue on our smooth growth path and confirm our industry leadership.”

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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