

THE RIGHT SOLUTION FOR YOUR BUSINESS MIGHT REQUIRE MULTIPLE SYSTEMS - WHO CAN HANDLE IT?

To sustain fast growth, manufacturing companies have migrated to the cloud in order to maintain their competitive advantages in a disrupting market. However, it is not always easy to know where to start. Without the proper guidance, the decisions made can damage your operations and slow departments, instead of helping the business evolve and streamline business processes. It was the case for Gerotech who turned to Ultra consultants and Big Bang ERP for what they could do to recover in with the execution of their ERP (Enterprise Resource Planning) implementation for their complex business model.

THE CHALLENGE

Gerotech was using Salesforce to manage their CRM (Customer Relationship Management) and had decided to implement another Lightning Platform solution for their Enterprise Resource Planning (ERP): Rootstock cloud ERP for manufacturing.

Unfortunately, a few issues occurred during the implementation phase. Gerotech wanted to provide their tech team with the right resources and training to properly configure the cloud solution. It is only through this knowledge that they will be able to use Rootstock efficiently since it is a relatively new software. However, it is important to note that as Rootstock increase their own resources, many external parties are acquiring expertise as well.

Other challenges included:

- Limited resources and experience to achieve desired outcome
- Lack of organisation and useful documentation related to the different cloud solutions in place
- Accounting issues
- Lack of training related to the tool



ABOUT GEROTECH

Gerotech is a family-owned manufacturers' representative company. It was founded in the 1987 with the purpose of becoming the middleman between manufacturers of machines and tools and final users. They acquire the machines from suppliers, their best-seller being the CNC Machine type tools by Haas Automation, and distribute them to customers by shipping them direct. They also offer their customers the option to redesign the tool according to their business needs, relevant services related to the machines and a complimentary warranty of at least one year.

For more information
visit: gerotech.com

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ABOUT ULTRA CONSULTANTS

Ultra Consultants is an independent research and enterprise solutions consulting firm serving the manufacturing and distribution industries throughout North America, as well as companies with global operations. Since 1994, Ultra has delivered enterprise technology expertise and process management to drive business performance improvement for our clients.

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THE SOLUTION

While trying to find a way to keep up with their new solution, Gerotech turned to Ultra Consultants for a holistic optimization of Gerotech's internal business processes. After Ultra's evaluation they determined that the best way to complete their implementation was to turn to a trusted solution provider who would help them improve their business model and complete the cloud implementation. Ultra Consultants suggested a few options but the choice was easy since Big Bang ERP was the only firm who had experience with all the cloud solutions Gerotech requested: Salesforce CRM, Rootstock ERP and FinancialForce.

When Gerotech first met the Big Bang ERP team, they felt very safe immediately because they finally found the solution to their growing problem. The consultants at Big Bang ERP did not hesitate to provide Gerotech with everything they requested and show them they were worthy of their trust - leveraging both their deep expertise and responsive approach.

Big Bang ERP helped Gerotech optimize their Rootstock efficiently by completing a personalized implementation including - building flows for inventory and order processes, weekly sessions, etc.

However, the customer shared that the real value of having Big Bang ERP as a partner is that they contribute to the long term success of the business by: offering training sessions, instructions and developing user manuals so all team members can grow their skills independently with the support of Big Bang ERP.

"Big Bang ERP didn't only help us with the implementation, they also taught us how to be self-sufficient and use our resources effectively. The team showed us there are many ways to do a task, not only one. We can just pick the one that works for us."

- Allison Roelofs, Chief Financial Officer, Gerotech

Another unplanned outcome of the proper implementation was offering the Gerotech team and staff the flexibility to work remotely because they could access all information, in real-time from anywhere - across all departments.

"Using the cloud benefits of working remotely to allow our staff to have a flexible schedule improved overall employee satisfaction and we are already seeing positive results in productivity." - Allison Roelofs

In only a few short weeks after a long journey internally, Gerotech saw tremendous progress. They are very happy with the Salesforce platform, and thanks to Ultra Consultants and Big Bang ERP, they have better visibility on day-to-day activities, and they can focus on other income generating activities and evolve faster.

"We were very happy with Big Bang ERP. They brought this project back to life and helped us put our priorities in line and allocate our resources efficiently. We know we can always count on them for support." - Allison Roelofs

ULTRA CONSULTANTS' STRATEGIC APPROACH TO TECHNOLOGY SELECTION

Ultra's approach consists of improving their clients' business process to achieve better outcomes by analyzing the current state of an organization's processes, identifying gaps and process issues, and analyzing their requirements through business process mapping. Once the problem is identified, they develop "future state" opportunities, or business process reengineering, to find solutions and promote their clients' growth. Find out more, here <https://ultraconsultants.com/services/>

ADVICE: TRUST YOUR INSTINCTS!

"I wish I would have trusted my instincts a little bit more and realized earlier on that the team wouldn't be able to take on the expected amount of activity put into the solution - especially a new solution with limited resources. If we had found Big Bang ERP sooner, we would not have wasted time [resources and energy] on attempting to do it by ourselves with no support."

Allison Roelofs, Chief Financial Officer, Gerotech

