

Corydon Converting and Exact



Because we're now tracking inventory better and using MRP, we've seen improved on-time shipping and have gained greater control of our receivables."

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# A THOROUGH ERP EVALUATION AND SELECTION LEADS TO IMPROVED CUSTOMER SERVICE, INVENTORY AND FINANCIAL REPORTING



Corydon Converting is a privately held paper and film converting company headquartered in Aurora, Illinois. The company also has another facility in nearby Oswego. The company believes in the personal touch which has made their high quality products popular with companies ranging in size from small startups to Fortune 100 companies. Corydon is 25 employees strong and is known for customer responsiveness, which they believe is the cornerstone of their success.

## **Business Issues and Challenges**

In early 2010, Bob McCaffrey, Co-owner of Corydon Converting, and his team realized that their current manufacturing software was hindering their growth. Their software at the time was outdated and offered little in the way of modern conveniences such as search and drill down capabilities to pull the details they needed. The system couldn't export to Excel, a basic requirement for most businesses. It relied on cumbersome and inadequate reporting with limited customization and personalization. Furthermore, Corydon was not using the software's MRP functionality, customer records or contacts because they weren't integrated with the company's financial application, Intuit QuickBooks.

Because of the lack of integration, they had to manually exchange information between Intuit QuickBooks and their manufacturing software. Therefore, instead of spending time with customers, the Corydon team would often spend over six hours a week entering duplicate

data into two systems. To make matters worse, their manufacturing system vendor announced that they would be phasing out this software so there was little hope of further improvements.

The team at Corydon decided to start the search for a new manufacturing software and hired a third-party consultant to guide them through the process finding a replacement ERP system. The consultant helped them to identify their true needs by interviewing people who would be actual users of the system. The end result was a detailed list of requirements, which included must-haves along with several wish list and nice-to-have items, along with a scoring framework to rate each of the software vendors they met with across all the various business areas and requirements.

## **Software Evaluation**

Chief among Corydon Converting's needs was a modern user interface based on Microsoft Windows, which would enable the company to easily navigate and export data to Excel. Corydon's users



wanted the ability to have multiple windows open at the same time in order to see customer orders and inventory at the same time. They wanted better inventory control and visibility, better reporting, improved scheduling and the ability for users to personalize the way they worked. Reducing paper was another key goal—along with the ability to easily link files and images within the ERP solution when needed.

An easy but effective MRP system was also a must-have, but most importantly, Corydon wanted a solution that would integrate with their existing Intuit QuickBooks financials or other systems in the future. “I don’t have an accountant on staff, so finding a solution that worked with QuickBooks automatically got a positive mark,” stated McCaffrey. It looked like a tall order, but having a clear and defined list of requirements helped the company to begin to narrow down the list of potentials to the few systems that were true possibilities for them.

When it came time to evaluate Exact MAX, the team from Exact came on site to demo the software. Corydon Converting appreciated the fact that Exact MAX integrated with Intuit QuickBooks right out of the box, especially since the other finalists wanted Corydon to switch over to

their financials. “I didn’t want to learn two new things. I only wanted to learn one,” says McCaffrey.

It was a competitive race, but Corydon placed the order for Exact MAX on December 31, 2010.

#### Implementation

The four-person Corydon implementation team, led by McCaffrey, did a thorough job during the implementation. The team spent a lot of time testing the solution in various scenarios and running conference room pilots and tests to make sure there would be no surprises when they went live. They decided to add Exact MAX Data Collection during the initial phase for the increased efficiency and productivity it could provide, and to make sure that it didn’t become “shelfware” that they never got around to using. As Bob McCaffrey said, “A business friend of mine purchased ERP software for his company but chose to not implement data collection as part of phase one of their implementation. Years later they still weren’t using it—even though they purchased it. My fear was that we would end up in the same boat, so we jumped on data collection right away.”

Corydon also purchased and implemented a Balance Point add-on solution for Exact MAX, called Shop Paperwork, that

#### BENEFITS

- Improve inventory accuracy and on-time shipping
- Improve customer service due to on-time shipping and customer status reports
- Achieve a better handle on product costs and part level (P&L) margins
- Eliminate tedious duplicate data entry and speed up reporting
- View part level profit and loss margins to improve profits on parts
- Integrate ERP with Intuit QuickBooks accounting software



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– Bob McCaffrey, Co-owner, Corydon Converting



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- Bob McCaffrey, Co-owner,  
Corydon Converting

manages all the paperwork for shop orders, further enhancing productivity.

### The Results

Corydon Converting has enjoyed impressive benefits from Exact MAX. The integration between Exact MAX and Intuit QuickBooks not only eliminated tedious duplicate data entry, but it also increased accuracy and sped up their financial reporting. Corydon has also made notable progress in the area of inventory tracking, an important point for a company that prides itself on customer service. "Because of improved inventory tracking with MRP," said McCaffrey, "we've seen improved on-time shipping and have gained greater control of our receivables."

In addition, the company has attained a better handle on product and part costs. McCaffrey stated that "Exact MAX gives us the ability to dig into part level profit and loss (P&L) margins to see if we're hitting profits at the part level, not just at the sales level. With part level P&L, we can drill down and see where we are making and where we are losing money. This helps us go back and look at how to improve our profits on individual parts."

Looking to the future, Corydon is considering adding Exact Synergy for Exact MAX to the mix. Exact Synergy provides a customer portal that would allow Corydon's customers to check inventory and order status on their own. "We haven't done this yet, but if and when we come across the opportunity where a customer demands it as part of a deal, we'll jump on it," says McCaffrey.

He knows when he's ready, the team from Exact MAX will be there to help.

More information about Corydon Converting can be found at [www.corydonconverting.com](http://www.corydonconverting.com).

### About Exact MAX

With decades of experience serving entrepreneurs, Exact understands the issues that manufacturing companies face when running their business. Exact MAX helps growing manufacturers control their resources with an easy-to-use solution that reduces the cost of manufacturing, automates manufacturing compliance, and improves profitability all while enhancing customer service and satisfaction.

Through seamless integration with Microsoft Dynamics GP and Intuit QuickBooks, Exact MAX offers the power of integrated ERP and boasts a particularly strong footprint with manufacturers that must maintain compliance with government or industry regulations, manage recalls and control and document product revisions and engineering changes.

**For more information about the products and services Exact offers, please contact us at 1.855.392.2862 or visit us online at [max.exactamerica.com](http://max.exactamerica.com).**