



Clients First successfully provides, supports and implements leading Enterprise Resource Planning solutions by putting clients and their business first. By helping organizations leverage the power of an ERP solution, clients are able to gain visibility and insight, optimize their operations and rely on dedicated support. With vertical expertise in Manufacturing, MRO, Distribution and Food & Beverage industries, Clients First has been the trusted advisor for many businesses looking to drive revenue growth and improve productivity with a partner they can rely on.

## MRO CUSTOMER REFERENCE

### About Sulzer

Sulzer LTD is a global partnership offering reliable and sustainable solutions for performance-critical applications. The Sulzer service and repair offerings are heavily relied on by some of the largest companies and cities in the world. Headquartered in Switzerland with 150 locations and three distinct divisions, Sulzer must rely on strong internal systems to manage and report business metrics to their investors. With the help of Clients First Business Solutions and the ProMRO module, the management team at Sulzer has the data needed to not only track labor costs and materials of projects, but also to quickly see profitability by location.

**“Sulzer continues to add locations and acquisitions to their Dynamics AX platform. Replication of much of the setups from location to location has reduced setup and training costs for Sulzer. Another plus for the company is in the ongoing management of these locations allowing for: consistent customer service from any location, easier transfer for personnel, streamlined procedures, and future upgrades of the software will be more efficient and cost effective.”**

**-Mike Conti, Managing Director Clients First, Texas**

# SULZER

**Expertise:** Turbomachinery Repair Services  
Engineering & Technical Support  
Manufacturing  
Field Services

**Replaced:** SAP

**Solutions:** Dynamics AX & ProMRO

**Locations:** 42 and Counting  
Worldwide

**Website:** <https://www.sulzer.com>

The ProMRO logo features the word 'ProMRO' in a bold, sans-serif font. The 'P' is in a dark blue color, and the 'MRO' is in a lighter blue color. A white swoosh underline is positioned beneath the letters.

NEW JERSEY | ALABAMA | FLORIDA | ILLINOIS | MINNESOTA | TENNESSEE | TEXAS

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**“After our successful Houston implementation of Dynamics AX in 2006, Sulzer has since utilized Clients First for our other service facilities in the United Kingdom, Argentina, Australia, Indonesia and The Netherlands”**

**-Glenn Doerksen, VP Operations, Sulzer**

***PUTTING CLIENTS AND THEIR BUSINESS FIRST***

## **Sulzer ERP Project**

Clients First began a Dynamics AX deployment in the Sulzer Houston office.

Initially other Sulzer locations were utilizing SAP R3, however once the Houston office was implemented, the project was audited by corporate and found to be superior to their deployment of SAP. As a result, AX was subsequently recommended for international corporate wide adaption.

Dynamics AX is an international, enterprise solution and is available in most countries worldwide. This means that there are Microsoft Partners across the globe as well. However, after a challenged deployment attempt at Sulzer’s corporate headquarters in Switzerland by a local Dynamics AX Partner, Clients First was retained to take over the project and manage it to a successful completion. Sulzer corporate requested for us to re-implement Dynamics AX in Holland and chose to use the Clients First team rather than resources located within 3 km of the Venlo, NL. The original implementation done by the local Dynamics Partner had resulted in a significant budget overage and did not address the requirements of the business.

Clients First has currently deployed ProMRO and Dynamics AX to over 40 Sulzer locations in the UK, North and South America, Australia, Indonesia, Norway, Switzerland, and China. Let Clients First address your MRO requirements with the ProMRO Module written for Dynamics AX.



**Sulzer Featured on Manufacturing Marvels**  
Highlighted is the manufacturing, repair and maintenance expertise of large turbomachinery and our commitment to providing customers with best-in-class service solutions to big markets like oil and gas, power and water.

<http://preview.tinyurl.com/SulzerMfgMarvels>



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