

With chemical industry roots that date back to 1910, this manufacturer produces and markets technologically-advanced specialty chemicals for a broad range of food and industrial applications.

CHALLENGE

A specialty chemical company's expanding operations and extensively-modified ERP system posed many challenges for them to maintain their enterprise IT infrastructure and integrate a business acquisition.

SOLUTION

Precision Solutions Group's team of ERP and process manufacturing experts enabled the specialty chemical company to receive extensive and effective support of its IT system as well as business and operational processes with just one vendor, from the company's inception through its growth and acquisition stages.

RESULT

PSGi provided considerably more experience and effective business and operational support than any traditional ERP software vendor, saving our customer significant time, money, and effort.

With chemical industry roots that date back to 1910, this manufacturer produces and markets technologically-advanced specialty chemicals for a broad range of food and industrial applications, including beverages, cosmetics, toothpaste, household products, paint, tires, automobiles, aerospace, sports gear and many other uses. Its products play a variety of roles in things that are consumed and used every day, enabling them to last longer, look, smell, taste and perform better.

The relationship between our companies began with enterprise software support. Prior to PSGi's involvement, their internal IT resources were spending considerable time supporting internally developed applications and ERP modifications. The PSGi team features the original architects, developers, implementers and support personnel of the mission-critical IBM i-based ERP system they use, enabling PSGi to provide considerably more experience than the ERP vendor at a competitive price.

PSGi offered two invaluable customer-support services -- support for the standard ERP system and all modifications made to it, as well as additional business and operational consulting resources. With comprehensive support of their internally-developed applications and modified ERP system included in PSGi's services, the company's internal resources could be refocused on more strategic company activities.



As the chemical company grew and evolved, so did the support it received from PSGi

As their process manufacturing business grew, its ERP system and business operations were modified and expanded to meet evolving needs. To ensure its processes were running at peak efficiency, the company turned to PSGi for a comprehensive optimization study of its Washington manufacturing facility that included planning, purchasing, scheduling, production, inventory control, and customer service. As a result, they were able to make significant improvements in efficiency, resource utilization, performance, and cost reduction at its Washington factory.

A few years ago this manufacturer acquired a European manufacturer of benzene-based specialty chemicals. Once again, the company turned to PSGi for IT and operational support, including project leadership, business consulting, education and programming services for the IT and operations teams. PSGi's decades of experience in process manufacturing best practices and business system implementations helped ensure the successful integration of the two businesses.

The PSGi team's overall process manufacturing industry expertise and specific chemical industry expertise has enabled them to easily understand the client's unique and evolving enterprise software and business operations. Prior to working with PSGi, they were only able to call on the ERP software vendor who would only deal with standard code for fewer than 5 issues a year. PSGi's experience and expertise enabled them to resolve over 300 issues for the company in the first year alone.

"PSGi is not considered an external vendor as much as simply an extension of our team here," according to their Director of IT Services.

