



Macola's premier implementation partner, Algorithm, has launched over 200 conversions from Macola Progression and 35 Macola 10 projects and counting.

A Macola 10 Success Story

Inpro Corp.

At Algorithm, we love hearing about our customers experiencing success. This ERP success story features Inpro. Since 1979, Inpro® has been making and servicing products with an obsessive commitment to protecting the appearance of buildings and the health and safety of the people who use them. Based in Muskego, Wisconsin, Inpro is a global manufacturer of door and wall protection, washroom systems, expansion joint systems, privacy systems, elevator protection systems and architectural signage.

Inpro found Algorithm in the summer of 2016 and the rest is history.

Company Profile

- **Company Name:** Inpro Corp.
- **Algorithm Client Since:** Summer 2016
- **Locations:** Muskego WI (Headquarters), Mesa AZ, Charlotte NC, Tonawanda NY, Dubai UAE, Mumbai India, Kuala Lumpur Malaysia, Orvieto Italy.
- **About Inpro Corp:** Inpro passed the \$100mm revenue threshold in 2013 and continues to grow and has been on Macola Progression for 25+ years

Background

Brian Grandaw (IT Manager), Andy Ciesielski (CFO) Steve Smith (IT Project Mgr) attended Evolve 2016 in Atlanta GA where they met Algorithm CEO Mike Oswalt and Account Manager Carl McKinney to discuss several topics revolving around their EM10 conversion that was in process.

Mike was invited to Muskego to work with the team on financial reporting and while there the topic of their conversion came up with the team, including Steve Baumgartner (CIO). It was apparent to Mike and the team that the conversion was not progressing properly and that Algorithm could lend some consulting assistance and advice.

The Inpro team suggested that Mike return and spend a day reviewing the work done so far and to see if Algorithm could in fact pick things up mid-project and take it to completion.

It was apparent that the project needed Algorithm on three fronts.

First, the actual conversion of the accounting system was incomplete and inaccurate. The trial balance didn't balance, subsidiary ledgers were out of balance to the trial balance and there was a significant unexplained difference in pre and post converted data.

Secondly the team at Inpro was left on their own to train using online training tools. The knowledge gap required to successfully use Macola 10 put user acceptance at risk.

Project management by the predecessor firm was inflexible and incompatible with Inpro's need.

Mimi Bertram, vice president of Algorithm, and Mike diagnosed and addressed the financial conversion issues. Kristin Christian, Algorithm Business Applications Consultant, provided on-site, specific user training after identifying unique needs, Mike met with the management team to discuss the success and struggles experienced during the significant number of conversions Algorithm has done.

One of those recommendations was a thorough business simulation or pilot plan. Mimi provided Algorithm-developed checklists and monitoring for benchmarking their piloting results and helped Inpro plan a solid pilot process with Algorithm holding Inpro accountable.

During the pilot, a test of an internally created application using Wisys objects failed. This was a mission critical application and risked the go-live. Any miss of that date would push the go-live months forward due to a potential conflict with the Inpro busy season.

Wisys initially said that the object was operating as designed and that a modification to meet the Inpro requirements was months away. Even though Inpro has acquired the Wisys objects prior to

Algorithm's involvement, Brian Grandaw sought our involvement in addressing the issue.

Mike drafted Jerry Kurtz and Johnathan Nelson from Algorithm (two of our Wisys experts) and Don Beer from Wisys to find a solution. Thanks to that team, the issue was resolved and the go-live commenced on schedule.



Inpro went live on EM10 on November 11, 2016

....and here is what their team had to say:

"Algorithm is proving to be a great partner that brought a wealth of knowledge about the software to help our transition team. When we were a little lost on which route to go they offered practical solutions based on the conversions they've done so far. The accounting group in particular enjoyed interacting with Kristen and she provided hands on, practical knowledge of the EM10 product that we weren't able to get elsewhere. She was willing to listen to our issues and suggest alternatives on how to handle certain situations."

— Andy Ciesielski, CFO



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