



**MCA**  
CONNECT

# WENGER MANUFACTURING

## CASE STUDY



Gold Enterprise Resource Planning  
Gold Cloud Customer Relationship Management  
Gold Cloud Platform  
Gold Data Analytics  
Gold Data Platform

### ABOUT

Wenger Manufacturing, Inc. engineers to order and then manufactures drying and extrusion equipment for grain and dry food industries. Its products include single-screw and twin-screw extruders, dryers/coolers, flavor coating & enrobing systems, and control systems.

To meet the increasing demands of customer satisfaction and to maintain and grow their competitive position, Wenger selected Microsoft Gold Partner, MCA Connect, to implement Microsoft Dynamics 365. Wenger replaced disconnected business processes and now has the ability to support its employees and the company's plan for growth while increasing productivity, profitability, scalability, and customer satisfaction.

## Wenger Implements Microsoft Dynamics 365 to Seamlessly Run Their International Business

### SITUATION

Wenger initially thought they needed to replace their legacy ERP system. Those systems were a variety of excel spreadsheets, homegrown access databases or outdated systems with a Visual Infor central core. Each one was stand alone, which caused difficulty in communicating internally to satisfy the needs of their customers and employees. It also led to a proliferation of dozens of offline systems and cumbersome processes. These disconnected processes created an opportunity to shorten the amount of time from initial product concept through production. We believe Wenger will increase their bottom line profit between \$3M-\$6M.



## AT-A-GLANCE

Wenger Manufacturing offers engineer to order and some stock of single-screw extruders, twin-screw extruders, dryers/coolers, flavor coating and enrobing systems, and control systems.

### Business Situation

From sales to production, the time for manufacturing needed to be shortened. In addition, Wenger required a simple and intuitive user interface to attract, quickly train and retain employees in their rural locations.

### Solution

Working with Microsoft Gold Partner, MCA Connect, Wenger implemented Microsoft Dynamics 365 for Finance & Operations and Customer Engagement. This helped consolidate their systems so everything was in one place, ultimately shortening their production time in half and will add millions in bottom line profit.

### Benefits

- Consolidation of systems
- Greater customer satisfaction due to faster delivery
- Increased efficiencies within production
- Better insight through business intelligence tools

### Anticipated Results

- Shorten production time by half
- Add \$3M - \$6M in annual profit

Wenger envisioned a solution that would allow one source of truth to give visibility across all departments and locations. They also needed to support the needs of its employees and the company's plans for growth while increasing productivity, profitability and scalability.

After early due diligence, Wenger formed a short-list of solutions. They pursued a full evaluation of Microsoft Dynamics 365 Finance & Operations, Epicor and an upgrade for Visual Infor. After demonstrating the flexibility of Dynamics 365, along with Experlogix for CPQ (configure price quote), the Microsoft and MCA Connect team was able to clearly position the solution to address the very specific objectives that Wenger envisioned.

Wenger quickly eliminated the competition and selected Dynamics 365 for Finance & Operations (ERP) and Customer Engagement (CRM) with MCA Connect as their chosen partner. MCA Connect's deep knowledge of global industrial equipment manufacturing and focus on transforming the disconnected business processes prior to implementing software was the reason we were ultimately selected.

Microsoft Dynamics 365 will allow Wenger to implement common processes across the enterprise where appropriate, while providing flexibility to support requirements unique to each business group, both domestic and internationally. The Microsoft common data services from sales to engineering to production, shipping and support are of value to Wenger to increase productivity and speed of delivery to their customers. Furthermore, the ability for users to employ native business intelligence will greatly increase visibility to key data for more proactive business management.



## ABOUT MCA CONNECT

MCA Connect is a global systems integrator and Microsoft Dynamics Gold Partner (ERP, CRM and Cloud) that delivers and supports operational transformation to help clients achieve a competitive advantage. By combining product and industry expertise with proven strategic methods, MCA Connect consistently delivers innovative solutions that help clients realize their vision.

**Contact MCA Connect to learn how we can bring value to your organization at [www.MCAConnect.com](http://www.MCAConnect.com) or calling 1-866-622-0669.**



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