Clear Process Solutions
in action ◢

KICHLER LIGHTING
Sheds Light on Process Improvement Across Systems

About Kichler Lighting

Kichler Lighting Corporation designs, contract manufactures and distributes residential lighting primarily in the North American market. Kichler Lighting is located in Cleveland OH, East Hartford CT, Atlanta GA, Las Vegas NV.

Details

- About 1,000 new orders per day
- About 6,000 active SKUs
- > 500 employees
- ERP – Epicor
- Microsoft Office
- ECM - SharePoint
- Workflow Solution – Winshuttle
- Process BI

Process Challenge

A business decision was made to change ERP systems from PeopleSoft to Epicor. Accomplishing that change with minimal impacts to end users was the goal. Kichler Lighting leveraged CPS's Winshuttle Workflow to automate and improve the ERP interface and streamline processes that were redundant, required collaboration or were user challenging.

Many process and systems questions surfaced; with a new ERP system, what processes stayed, which were obsolete? How would existing Workflow processes be transitioned without starting over? How would the integrations work with a new ERP system?

"ERP, CRM or PLM change happens! Whether an upgrade or full replacement, Workflow provides a process bridge to ensure Lean throughput."

- Rick Hawk, Business Process Manager at Kichler Lighting

The good news? Winshuttle Workflow can integrate with more than SAP. In fact, leveraging CPS (services and SolutionCARE block hours) Kichler is integrating multiple systems, APIs and web services, enabling diverse continuous improvement.

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Process Solution

Kichler gained rapid process optimization from its CPS Winshuttle Workflow investment which promised both current ERP, PLM, CRM integration and future portability.

When the ERP change to Epicor was decided, a review of the automated processes was completed. The same gaps that existed before, existed in the new ERP world. The solution: No change to the end user interface (UI), no changes to routings, merely a re-pointing of integrations on the back end using the Winshuttle Workflow plug ins. The ability to adopt these solutions drove more returns for an already paid for platform.

The CPS solution addressed all departmental processes at Kichler, from the simplest forms to the most complex. Portability wasn't the only priority. Kichler retains enterprise focus on process improvement. Through the CPS offerings of SolutionCARE and Process BI, value is driven daily in the Winshuttle investment and cycle time improvements are identified and acted upon across all workflows.

ROI Benefits

Kichler Lighting's team was able to focus on ERP systems changes while mission critical processes hummed along, making it easier to connect to the new system at go-live. Benefit examples include:

- Reduced Customer Service workload by 55%
- Rapid process portability – faster time to market
- No-code approach saving IT thousands and saving time
- Seamless integration to Epicor with CPS Plug-ins
- No end user training for processes with only back end changes
- No new software purchase on top of the ERP change
- Ongoing SolutionCARE support to increase efficiencies and drive new utilization
- Rich dashboard KPIs to monitor and identify cycle time reduction opportunities

*"*Measure it and you can improve it! With Process BI from CPS, you have pre-configured BI solutions allowing you to make sense of process and reporting bottlenecks without having to buy, build, license and customize reports.*"*

- Rick Hawk

About Clear Process Solutions

Clear Process Solutions (CPS) is the premier global services / implementation partner for Winshuttle with expertise in Winshuttle Foundation. A turnkey provider of Winshuttle packaging, licensing, training, services and support, CPS specializes in process results. Our team has deep experience in both SAP and Winshuttle toolsets. CPS implements both mass data automation and mobility enabled webform and workflow which integrates with SAP and extends across other ERP, PLM, and CRM systems.