



KICHLER LIGHTING Future-Proofs Business Processes and ERP/CRM Value

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
- Digital Process Platform (DPP) -Being transitioned to CPS AgilePoint
- Data Analytics - CPS Qlik Sense and Process BI for workflow

Digital Process Transformation 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 Digital Process Platform (DPP) 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, DPP provides a process bridge to ensure lean throughput.”

-Rick Hawk, Business Process Manager at Kichler Lighting

Digital Process Transformation Results

The good news? DPP can integrate with more than ERP. In fact, leveraging CPS professional services and SolutionCARE block hours, Kichler is integrating multiple systems, APIs and web services, enabling diverse continuous improvement.

Clear Process Solutions



Digital Process Transformation Solutions

Kichler gained rapid process optimization from its CPS DPP 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 plug-ins. The ability to adopt these solutions drove more returns for an already paid for platform.

The CPS DPP 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 enterprise DPP 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

We are experts in Digital Process Transformation, focused on workflow, data analytics, and business process optimization. We simplify complex processes, data, and integrations. Our field of play is focused around ERP, PLM, MES, & CRM environments.