Blade-Tech Industries

BLADE-TECH.
CARRY CONFIDENT

U-LINC

Workflow and Notifications
Anytime, Anywhere

"We've been in 'squeaky wheels get the grease' mode for as long as I can remember. We had ZERO automation before U-LINC and have been attempting to implement workflows, but have always fallen on our face. Now we're able to take dynamic software to tie gaps together and are seeing effective changes on the floor. We couldn't measure it in numbers before, but we can definitely FEEL it now. We're much more productive and efficient all-around."

Steve Gilson, IT Coordinator at Blade-Tech Industries

SITUATION

Blade-Tech Industries is a manufacturer of holsters, plastic cases and accessories, producing products for citizens as well as the defense industry, including local law enforcement and the military. They specialize in offering mass production of customized products, making the custom an ordinary occurrence.

Blade-Tech was growing very quickly, which is a good problem to have, but not when business software management systems are disconnected like they were. They had Microsoft Dynamics® GP to handle their financials and Microsoft SharePoint for Document Management, but neither of the solutions could be utilized to their full potential and Blade-Tech was feeling the pain.

Like most manufacturers, Blade-Tech has multiple departments that all depend on each other but they didn't realize how much they depend on each other. Before integrating their software solutions, many of their communication processes relied on how good someone's memory was. For example, some of their clients like to be charged once their item has shipped. The problem with this was there was no connection between the sales team, accounting or the warehouse. The warehouse usually didn't remember which orders had an in-house representative that they should notify and they also didn't have the time to track this down since more orders were coming in and more needed to be shipped out. If there were new clients or new staff on board in the warehouse, this also caused major chaos and confusion.

Another huge pain was felt in Purchasing. Blade-Tech has multiple divisions and the lead for each division places orders with purchasing by filling out a Purchase Order (PO) paper form. Usually department heads didn't hear back from Purchasing for weeks so they would check in to see where the order was but it couldn't be tracked. Purchasing would then place the order only to find they've ordered it twice, resulting in excess inventory and lost cash.

Blade-Tech knew they either needed more people, which would negatively affect their bottom line, or they needed to implement automation. Luckily their Microsoft partner introduced them to Integrity Data's U-LINC, a workflow solution stored in Microsoft SQL Server.

"Having data at their fingertips has really improved the morale of our teams, making employees less frustrated by making jobs easier to manage."

Steve Gilson, IT Coordinator at Blade-Tech Industries

Integrity Data.
Your people. Our priority.™

SOLUTION

Blade-Tech worked with Integrity Data to implement U-LINC, which is now connecting SharePoint and Microsoft Dynamics GP through an enhanced workflow. After a quick and easy implementation of a number of workflows, it's not only easy to pass data across systems, Blade-Tech can now benefit from workflow notifications, streamlining their day-to-day business processes.

They've implemented the following workflows with U-LINC…

- Shipping and Customer Service
- Shipping and Sales
- Batch Tracking
- Tracking Numbers for Clients
- PO Change and Creation Notifications
- Unique Orders for Customer Services

AND THESE WORKFLOWS ARE CREATING MULTIPLE BENEFITS…

Accurate Data and Control

Blade-Tech used to struggle with employees making unapproved modifications, causing inaccurate invoicing. The accounting department would then have to spend hours searching for the mistake, tracking down when it was changed and by whom. With U-LINC, they can now place a workflow on an order so that unless 'so and so' approves it, no one can modify it. Steve Gilson, IT Coordinator at Blade-Tech Industries says, "U-LINC gives us control over erroneous data entry. It forces staff to raise their hand and say 'I have a question on this' before mistakes are made."

Improved Profitability

Blade-Tech can also put more controls on pricing overrides or special discounting for the sales department, helping improve their profitability. All sales reps are allowed to give 10% discounts to their customers, but anything more than that requires approval by the sales manager. Sales managers can also see an all-up view of discounts to ensure profitability on certain deals.

Streamlined Purchasing and Enhanced Productivity

Purchasing was costing them money and causing major confusion across departments, but now is keeping everyone on the same page at all times. Now when a PO is created, U-LINC will send an email notification to the person requesting the parts, giving them status updates along the way. It gives them a date to expect the part and if any changes are made, a fresh notification is sent with updated details. This has not only made communications much more streamlined, it's allowed divisions to be much more productive as well. They can now effectively schedule projects and staff because they know when items will arrive. They no longer have staff waiting around for things to do.

Data at Their Fingertips

The improved data flow has connected the gaps between shipping, customer service, and sales. Blade-Tech no longer has to search for the right people to notify or ask people for charging information. The data they need is right at their fingertips. Steve Gilson says, "Having data at their fingertips has really improved the morale of our teams, making employees less frustrated by creating jobs easier to manage."

Since each department has data at their fingertips, turnaround time is much faster. Because of this, they don't need as many bins on their loading docks. This cuts down on the supplies and space they need, meaning they can accommodate growth and keep at the same pace without additional growing pains.

Steve Gilson says, "As a custom shop, our lead times tend to be a bit longer than other manufacturers. But U-LINC has made the lead time much shorter." He continues, "The amount of product waiting on the dock has decreased, we get paid faster, and our customers are much happier."

From ZERO to HERO

Steve Gilson says, "We've been in 'squeaky wheels get the grease' mode for as long as I can remember. We had ZERO automation before U-LINC and have been attempting to implement workflows, but have always fallen on our face. Now we're able to take dynamic software to tie gaps together and are seeing effective changes on the floor. We couldn't measure it in numbers before, but we can definitely FEEL it now. We're much more productive and efficient all-around."

SUMMARY

After struggling with zero automation throughout their supply chain and operations, a custom manufacturer of holsters for firearms improved communication, organization and control with U-LINC® from Integrity Data. Blade-Tech Industries now experiences an automated workflow that expedites sales approvals, improves customer satisfaction, and enhances security and tracking measures, all leading to improved employee morale and greater profitability. It sounds like they've found that 'missing link' with U-LINC. Check out the video testimonial here:
integrity-data.com/software/u-linc

U-LINC

Workflow and Notifications
Anytime, Anywhere

"As a custom shop, our lead times tend to be a bit longer than other manufacturers. But U-LINC has made the lead time much shorter." He continues, "The amount of product waiting on the dock has decreased, we get paid faster, and our customers are much happier."
Steve Gilson, IT Coordinator at Blade-Tech Industries