



“Before starting with our new ERP system, we were doing \$2 million with 20 employees. Now, we’re doing \$10 Million with over 60 employees, and that’s because we invested in automation. MIE Trak Pro helps us keep track of our costs.”

—Larry Isaacson,  
General Manager of Cardinal MetalWorks

# MIE TRAK PRO: A CASE STUDY

## SWITCHING FROM HOMEGROWN ERP



A case study on utilizing ERP and how it can help you grow your business.



In 2005, Cardinal MetalWorks moved from their homegrown ERP system to MIE Trak Pro. MIE Trak Pro's robust toolset and flexibility aided Cardinal MetalWorks as they grew to scale. Since implementing MIE Trak Pro, Cardinal MetalWorks more than quadrupled their annual sales from \$2 million to \$10 million and tripled their company size from 20 employees to 60 employees.

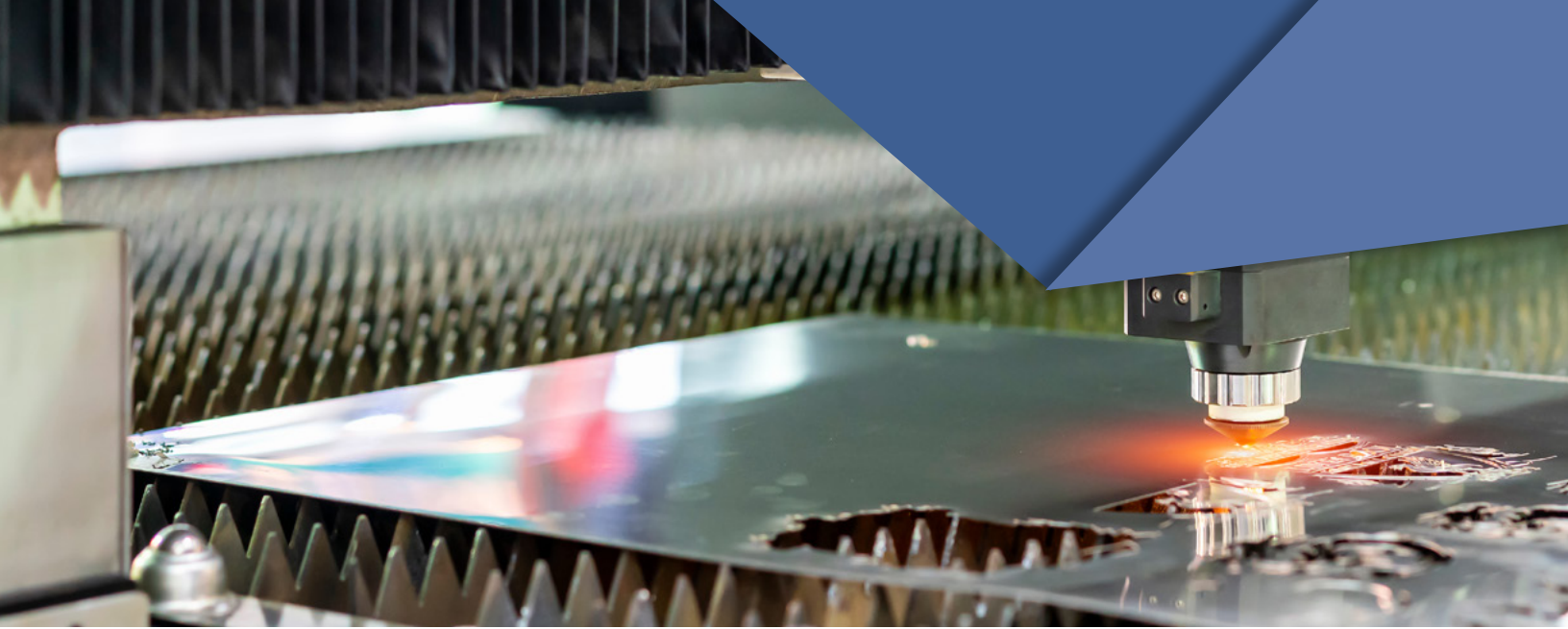
## ABOUT

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Cardinal MetalWorks was founded in 1960 as Piper Industries in Durham, NC. The organization then became Cardinal MetalWorks in 2002 and has been providing sheet metal fabrication services for the Commercial, Industrial, Medical, and Military sectors. Since running their production using MIE Trak Pro ERP Software, Cardinal MetalWorks has grown into a company comprised of 60 employees with over \$10 million dollars in annual sales. They are ISO 9001:2015 certified and have received the Workplace Conditions Assessment (WCA) Achievement Award.

### SERVICES THEY PROVIDE:

- Laser Cutting
- Punching
- Bending
- Welding
- Assembly
- Finishing



Larry Isaacson, the General Manager of Cardinal MetalWorks, has been in the manufacturing industry for 42 years. Joining Cardinal MetalWorks in 2002, he was quick to notice the many problems Cardinal MetalWorks was facing with their homegrown methods and soon became the key decision-maker for switching to MIE Trak Pro.

## BACKGROUND

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Using Cardinal MetalWorks' homegrown system, Isaacson ran into a handful of difficulties. "It was a real struggle. The system allowed us to quote and make a basic traveler, but it was totally inadequate," said Isaacson. "The homegrown system was created by a small business computer consultant. This led to a lack of capabilities, such as visibility and automation.

Isaacson made the decision to switch from their homegrown system when he evaluated different ERP systems at FABTECH, a trade show for the metal fabrication industry.

During his search, he met David Ferguson, the CEO and founder of MIE Solutions. Isaacson had previous experience using JobBoss, another ERP software application, and was looking to invest in their product. However, he decided to move forward with MIE Trak Pro because it would better solve problems he was facing in his shop—including deficient visibility, excessive manual entry, and a lack of technical support.

**"We would never have gotten this far [without MIE Trak Pro]. We'd be selling \$2 Million a year or out business completely. Anybody that doesn't automate their business is asking for a real bad result."**

- Larry Isaacson,  
General Manager of Cardinal MetalWorks

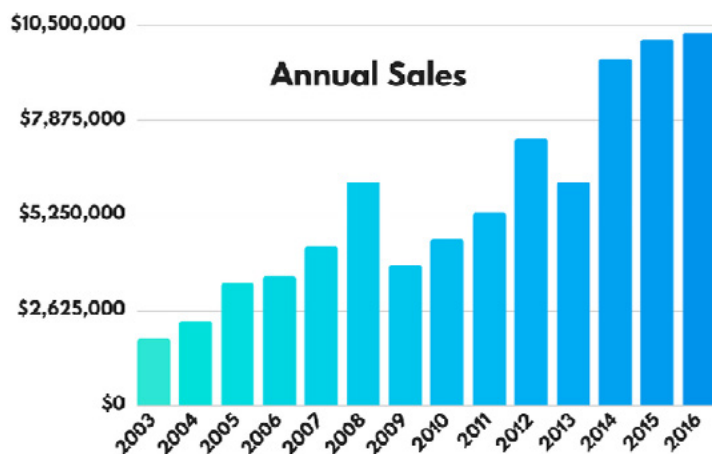




## PROBLEM #1: LIMITED CAPABILITIES

Isaacson knew that for Cardinal MetalWorks to grow, they would need to improve visibility in their workflow. Isaacson needed to know the status of each job, which machines were in use, and what materials were available to fill an order. However, their homegrown system was incapable of doing this. Without the ability to see everything that was happening on their shop floor, it was difficult to efficiently estimate and quote.

**How MIE Trak Pro fixed it:** MIE Trak Pro gave Cardinal MetalWorks the visibility they needed. They were now able to track more efficiently through custom dashboards, which allowed them to monitor the status of a job from quote to payment. Not only were they able to track their jobs, MIE Dashboard also gave them a real-time snapshot of their entire workflow, which allowed for more efficient and accurate job estimating.



Cardinal MetalWorks purchased MIE Trak Pro in 2005. "In 2009, the stock market crashed. We had to lay off some people. Nobody had bonuses that year. It was tough, it was real tough. We didn't make as much money, but with MIE Trak Pro we kept the doors open."

## PROBLEM #2: NO AUTOMATION

With their homegrown system, Cardinal MetalWorks' administrators would have to spend hours each week manually entering data. "We were making tremendous mistakes by manually estimating," said Isaacson. This not only took many man-hours but, with so much data entry required, too many errors were being made. Cardinal MetalWorks could barely reuse existing quotes.

**How MIE Trak Pro fixed it:** The data import functionality in MIE Trak Pro minimizes human error and manual entry. "MIE Trak Pro makes life easier because the system tells you what to order. You don't need to rely on people," explained Isaacson. His team is able to take customers' CAD (Computer-Aided Design) files and use EDI (Electronic Data Interchange) to automatically import sales orders. Utilizing MIE Trak Pro's automation features, Cardinal MetalWorks saves time and money by minimizing human error.

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**- Larry Isaacson,  
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### PROBLEM #3: LACK OF SUPPORT

Isaacson found that one big downfall to their homegrown system was the lack of technical support. He relied heavily on their IT department to fix any issues that arose. However, they did not have the resources and experience that an established ERP company offers. It became clear to management that they needed a system that supports Cardinal MetalWorks' growth rather than hinders it. "We're making parts for big manufacturers; they've got to have things right and on time. Having software support response is really important in facilitating our service to our customers," said Isaacson.

**How MIE Trak Pro fixed it:** Isaacson now has the assurance of knowing that MIE Trak Pro's customer service portal is available 24/7 and backed by an experienced team. "I love MIE Trak Pro's customer support. They always get back to us quickly, and their people are helpful and knowledgeable," said Isaacson. As a result, there is a noticeable drop in downtime at Cardinal MetalWorks, since any issues in the system are solved quickly through support tickets. In addition, new employees are quickly onboarded using MIE Solutions' support portal and online training sessions with the technical support staff. This support is essential to Isaacson's shop which now runs smoother than ever before.

## RESULTS

Since moving from their old, homegrown system to MIE Trak Pro, Cardinal MetalWorks gained full visibility over their shop floor, significantly decreased manual entry errors through automation, and found the technical support they had been needing. With MIE Trak Pro, they were able to position their company for substantial growth.

Cardinal MetalWorks expanded their company from 20 employees to 60 employees, and more than quadrupled their annual sales—from \$2 million dollars to \$10 million dollars. "We would never have gotten this far without MIE Trak Pro. We'd be only selling \$2 million a year or be out of business. Anybody that doesn't automate their business is asking for a real bad result," said Isaacson.

**"During our ERP search, the thing I liked most about [MIE Trak Pro] was that [it was] made specifically for metal fabrication."**

- Larry Isaacson,  
General Manager of Cardinal MetalWorks



Implementing MIE Trak Pro™ is a smooth and efficient process. We supply the support you need to make a successful transition.

### IMPLEMENTATION PLAN



Be fully implemented in 120 days following our step-by-step plan.

### DATA IMPORTING



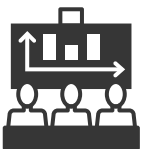
Depending on the ability to export data from your existing system, standard imports include: Customers, Suppliers, Item Master, Open AR and Open AP.

### DESIGN KEY REPORTS



Enhanced reporting features customized to fit your business.

### TRAINING



Attend a workshop in California to learn the ins and outs of MIE Trak Pro™.

### SUPPORT GOING LIVE



Multiday on-site support when MIE Trak Pro™ goes live.

### IMPLEMENTATION FOLLOW-UP



Multiday on-site follow up one month after going live to ensure satisfaction.

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# ABOUT MIE SOLUTIONS

MIE Solutions is a leading provider of production control software for the entire manufacturing sector.

MIE Trak Pro™ is an end-to-end ERP system that seamlessly integrates all business processes from the warehouse to the front office and even to the CEO's mobile device. Everything from the robust architecture, to the massive suite of customizable tools, to the intuitive user interface is designed to maximize efficiency and agility across your entire enterprise.

The team at MIE Solutions is devoted to helping your business succeed. From our support specialists to our developers, we are here to assist you in every way and provide you proven solutions for your business needs.

## RECOGNITION

By 2019, MIE Trak Pro had received numerous recognitions as both a Leader on Gartner's FrontRunners quadrant for Manufacturing Software/ERP and as a G2 Crowd High Performer based on customer reviews.

MIE Solutions has been an honoree of the Inc. 5000 List of Fastest-Growing Privately Held Companies three years in a row! MIE Solutions' expansion of product enhancements domestically and globally have contributed to their Inc. 5000 List ranking, which is determined by a company's rate of revenue growth over the past three years.





*Integrated Data.  
Informed Decisions.*

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