Cicon Engineering Inc.
Commitment to
Quality and Customers

The team at Cicon Engineering handles every product need with ease, from consulting on design through the production process.

Cicon Engineering is an ITAR-compliant, AS9100 Certified, supplier of cable harnessing for the military and aerospace industries. Established in 1988, Cicon started as a small cable shop geared toward military and aeronautical industry projects. Five years later, the talented team at Cicon were able to break into the space industry and establish a relationship with Prime Contractors.

As the company grew, it became evident that their current methods of tracking production and business processes were not keeping up with their high demand. Their previous ERP system, Made2Manage, was never fully implemented and had limited features. Because of this, their data was scattered across various mediums, including Excel spreadsheets, databases, Word documents, and PDFs. None of these mediums are able to communicate with each other, leading to duplicated, mismatched, and outdated information.

The growth of Cicon Engineering required that these and all other issues be resolved as quickly as possible so the company could maintain their progress. This is when Michael Rey, the Program Manager at Cicon, took on the role of finding an ERP system that would meet their needs.

"Our former ERP system could not keep up with the work volume and complexity of our clients' orders, so it was important to find a system that could." —Michael Rey

It is well known that the aerospace and defense industries are required to have strict quality control standards. This means that, to qualify as a contractor, suppliers of any equipment and parts must meet certain standards. With the assistance of MIE Trak Pro, Cicon was able to meet and exceed quality requirements which allowed them to continue to pass their AS9100 audits with flying colors.

Some of the MIE Trak Pro quality features used by Cicon include Risk Assessment and Contract Clauses—a feature built specifically for Cicon Engineering by the MIE Solutions development team.

Cicon Engineering first consulted with MIE Solutions in January of 2017 and by July, had selected MIE Trak Pro as their new ERP solution. They were looking to improve processes, eliminate double entry, and find a system that was easy to manage.

"The primary reason we selected MIE Trak Pro was its flexibility and cost. It offered the most features and customization capabilities for the best price."

MIE Trak Pro is an SQL-based platform; with SQL being a standard database language, Michael's team could easily learn how to create their own custom scripts, if needed. Other providers offered systems with proprietary code that would require additional training and support to learn.

Throughout implementation, the team held weekly update meetings on how training, workflows, and all internal processes would be managed for day-to-day operations. Within eight months of contracting with MIE Solutions, their system was fully implemented.

To Cicon, the ROI with MIE Trak Pro is evident. Orders taken from quote to production are now completed 30% faster, buying material can be done within two days of an order placement instead of five, and tracking intra-department workflows is now 100% digital.

"I could write a novel about how our workflows have become more efficient as a result of having a full-stack ERP for all departments."

Even with the improvements already outlined, Michael and the entire team at Cicon Engineering are continuously refining processes and finding new ways to manage their time and data within MIE Trak Pro. They schedule bi-weekly meetings to discuss the types of dashboards and workflow improvements they can make to simplify daily tasks.

The team at Cicon is fully invested in the success of their company and the customers that rely on their excellent service.

Explore our solutions and learn more at mie-solutions.com/learn

mie solutions™

Integrated Data.
Informed Decisions.

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