

# MIE TRAK PRO USER CASE STUDY



## Metro Metal Works Building Foundations for the Future

President of Metro Metal Works, Justin Phillips, is proud of his team's success over the past 30 years. He began his adventure with Metro Metal Works as the shop floor sweeper in 1989 and worked his way up to becoming the company's president in 2001.

Since then, he has worked with his team to make Metro Metal Works known as a company of high standards that their customers can rely on. His hard-working nature allowed him to grow in his career and become the successful leader that he is today!

Metro Metal Works is a precision sheet metal and welding company located in McDonough, Georgia. The company specializes in job shop fabrication and design and boasts state-of-the-art equipment and processing capabilities. Since its inception, Metro Metal Works has expanded from a welding shop into a full precision sheet metal shop that offers laser cutting and CNC machining.

**"We are known as the 'quickest company to turn quotes' and always respond to job inquiries in a timely manner."**

**—Justin Phillips**

With an average per-quote response time of less than five minutes, Justin knows that his knowledgeable team will continue to drive business and provide excellent service to their loyal customers.

The relationship between Justin's company and MIE Solutions began in 2009 when his team posted their first job in MIE Solutions' MIE Trak 32 system. Before MIE Trak, they used Excel spreadsheets, which is not an uncommon method of managing processes in a small business.

However, Justin came to realize that company growth would come sooner if his team streamlined their workflow and improved their job tracking. As they entered new, diverse markets, the team needed a system that would allow them to keep up with their competitors.

The team at Metro Metal Works decided to upgrade to MIE Trak Pro from the older 32 version because it offered everything they needed and more.

With MIE Trak Pro, the team has noticed significant improvements in job turnover and capture rates. In fact, Metro Metal Works boasts a nearly 90% capture rate of all quoted jobs!

Of all the companies they originally considered, MIE Solutions was chosen because they felt comfortable with the salesperson, support staff, and price point. These factors were important for them as a growing, family-owned job shop. Their ERP vendor needed to be a partner, not just a provider of software.

Justin is satisfied with the ROI (Return on Investment) with MIE Trak Pro, including the time they've saved on jobs and the increase in efficiency, especially when dealing with repeat orders.

**“Within MIE Trak Pro, we can move a repeat job through the system in as little as one minute—from order entry to putting a job traveler in the shop for processing.”**

With the MIE Trak software being a staple of their business for over ten years, it is safe to say that they appreciate the usefulness of having a robust ERP system running their shop. Much of the time-consuming work that they had done previously was now a thing of the past. With that saved time, they are now able to focus on other areas of their business that they want to improve.



**“[If not for MIE Trak Pro], we would be in a pile of paper! MIE Trak Pro has eliminated the need to memorize and physically track jobs, and avoid entering duplicate data.”**

Moving from manual methods to a full ERP system is not an easy task to accomplish, but Justin and his team are grateful that they did and continue to see the benefits of this decision.

Justin Phillips looks forward to what the future will bring to Metro Metal Works as they continue to grow and provide excellent and speedy service to their loyal customers!

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Informed Decisions.*

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