

The Worden Group Unifies Business Systems with Infor CloudSuite Industrial ERP, CPQ, and CRM in One Environment



Facts at a glance

Solution: ERP, CPQ, CRM
Products: CloudSuite Industrial (SyteLine) ERP, CPQ, Infor CRM
Industry: Commercial Furniture
Location: Michigan
Headquarters: Holland, MI, USA

“CloudSuite Industrial has allowed us to grow substantially this year without significant increase in resources, and managing customers through the Opportunities module (Infor CRM) is allowing us to see a clear picture of our Sales funnel and help us understand areas where we can grow.”

— Kyle Meyers,
 Master Scheduler/ERP Administrator,
 The Worden Group

About the company

At Worden, we’ve spent over 60 years figuring out what works best in study environments. We specialize in designing and manufacturing tables, study carrels, computer stations, shelving, end panels, circulation desks and seating. But our real work is making the kind of space that invites people in, supports the way they work, and stands up to a generation of use. We combine our deep knowledge of the industry with time-honed skills and technology to create innovative, inviting solutions for any space or purpose. Customers can choose from our standard designs or take advantage of our specialty shop, where we create unlimited custom designs perfectly suited to any environment. www.wordencompany.com

Challenges

- Compete better in today’s fiercely competitive commercial furniture landscape.
- Deploy business systems capable of supporting an environment with unlimited product designs and customizations.
- Maintain and improve a world-class buying experience for customers.
- Integrate critical applications and business systems.
- Deploy Configure Price Quote software to better serve customers, suppliers, and vendors.

Benefits

- Fully integrated ERP and CPQ software to easily handle complex product configurations and customizations.
- A consulting partner in Godlan that has scalability to meet growth demands, and a deep background in the furniture manufacturing industry.
- Fully integrated CRM for a complete view of all customers to maximize the impact of every interaction.
- User friendly, customizable reporting capabilities to be better equipped to respond to complex data requests.
- Support for an ERP system that will easily integrate and implement within the corporate structure.

“CPQ has cut down on engineering time and allows us to easily accommodate customer requested modifications. APS has proven powerful in keeping our shop floor working on the right product at the right time while helping us be aggressive with our commitments to our customers. Godlan has been a delight to work with, their staff is very professional and very responsive, and they were patient as we strove to develop our people internally to successfully launch CloudSuite.”

— Kyle Meyers,
 Master Scheduler/ERP Administrator,
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