Creative Merchandising Systems Upgrades Entire Network Infrastructure and Positions for Growth with Godlan and CloudSuite Industrial (SyteLine) ERP

CMS
RETAIL • ARCHITECTURAL PRODUCTS

Facts at a glance

Solution: ERP, CPQ
Products: CloudSuite Industrial (SyteLine) ERP, CPQ, APS, Shop-Trak, EPAK
Industry: Retail Display Fixtures & Architectural Products
Headquarters: Grand Rapids, MI, USA

"Our previous ERP was limited, leaving our users with a thirst for data and BI that was not available. Now with CloudSuite Industrial (SyteLine) ERP, we are getting real-time data and can take action."

— Michael Smith,
    EVP, Creative Merchandising Systems

About the company

Creative Merchandising Systems, Inc. (CMS) is known for their quality, eye-catching display fixtures for supermarkets, convenience stores, specialty wine and retail environments. CMS's extensive product line, designed by in-house engineers, is built to be both attractive and durable. They strive to offer high-quality products, superior customer service, short lead times and on-time delivery to every customer. CMS is flexible in offering custom designs and manufacturing for projects with unique and/or specific requirements.
www.cmsdisplays.com

Challenges

• Nearly 100% build to order (BTO) environment

• Lack of KPIs and visibility into many processes

• Shop floor tracking was a manual process

• Outdated legacy software in use

Benefits

• Ability to "configure to order" now with CPQ (Configure Price Quote)

• Significantly increased visibility with APS (Advanced Planning & Scheduling) and the Planner's Work Bench

• Detailed inventory tracking by location

• 75% reduction in time to complete invoicing

• Complete tracking on the shop floor giving real-time data

• A business partner in Godlan with industry experience and a track record of success

"In my area we have cut weekly invoicing from about 20 hours to 5 hours per week and manual labor tracking which used to take around 10 hours per week is gone. With SyteLine we have superior data collection."

— Rob Wellman,
    Controller, Creative Merchandising Systems

"We are very impressed with CloudSuite Industrial (SyteLine) and its abilities. We knew we could get away with a lesser solution, but would have to switch in 4 years due to growth. SyteLine will support us for many years as we continue to grow."

— Michael Smith,
    EVP, Creative Merchandising Systems