



**WHO:** Holmatro

**LOCATION:** Glen Burnie, MD

**INDUSTRY:**

Hydraulic Equipment

Manufacturer

**PROJECT:**

Upgrade from SyteLine 8.03

to CloudSuite Industrial 10

**PROJECT CHALLENGES:**

- Silo-mentality
- Aggressive timeline  
(four months)
- Converting 100+ Microsoft  
Access DBs to reports and  
other procedures

**RESULTS:**

Improved functionality,  
productivity, and user  
experience



## ABOUT HOLMATRO

Holmatro, founded in the Netherlands in 1967, is a leading privately owned global supplier of hydraulic rescue equipment and services. Its products include cutters, spreaders, rams, and combination tools used by fire departments and rescue squads to assist with the extraction of victims from severe traffic accidents. Its hydraulic technology is also utilized by the FBI and special forces for large-scale activities, such as blowing out doors.

With over 380 employees, Holmatro has divisions located in the Netherlands, the United States, and China. Holmatro USA implemented Infor CloudSuite Industrial in the early 2000s with Decision Resources, Inc., (DRI) as its implementation partner. In 2019, Holmatro realized it was time to consider an upgrade, as it was using an older version and was not getting the most out of the ERP system.

## STRUGGLING WITH A SILO MENTALITY

Following the initial implementation of CloudSuite Industrial, the Holmatro IT department took on the role of managing the ERP system. To set up and manage reporting, the IT manager relied heavily on Microsoft Access databases, a system she was extremely familiar with and worked with frequently prior to implementing CloudSuite Industrial. As time went on and requests for reports increased, the number of Access databases climbed to over 100.

Without permissions or access to the databases, regular users had to rely solely on the IT manager to build reports, extract and analyze data, and make minor system adjustments. In management meetings, all the data and analyses were coming from the IT department rather than each department head. Holmatro recognized it was operating under a silo mentality. In other words, one person was controlling the system and data, regular users could not access the data they needed, and the company was not using the system to its full potential.

It was time to eliminate the silo mentality and empower users, so Holmatro brought in DRI to consult and made the decision to upgrade.

## THE CHALLENGE OF AN UPGRADE

The decision to upgrade was easy. Holmatro had executive buy-in, a motivated internal project management team, and the experts at DRI to guide the way. With a commitment from the whole team, Holmatro decided on an aggressive timeline. The implementation began on June 11, 2019, with a target go-live date of October 14, 2019. That left only four months between the start date and going live.

Aside from the aggressive timeline, one of the challenges Holmatro faced was on the part of the end user. Despite running CloudSuite Industrial for nearly 20 years, Holmatro's users' understanding of CloudSuite functionality was minimal because the system had been controlled by IT. They would essentially be learning a new system from scratch.

## TRANSFORMING BUSINESS BY TRANSFORMING MINDSETS

Thanks to their dedicated and organized project team and the support of DRI, Holmatro was able to stay on schedule for its anticipated go-live date.

**“A four-month implementation was difficult, but our project team was extremely focused and committed. If we fell behind schedule, DRI was right there to get us back on track.”**

—Jessica Beijaerts, plant manager at Holmatro

As the first round of testing approached, the project team realized it would also be a test for Holmatro's key users. Would they adopt the system with enthusiasm or reluctance? Would they embrace change or fall back into old habits?

Not everyone was eager to jump right in. But as testing launched, users began to realize just how limited their knowledge of CloudSuite was. In testing, users saw how the system would benefit them personally. They could manage and analyze their own data, they could build their own reports, and they could create workflows that improved their productivity – all things they would have had to request from IT in the past. The users became empowered.

## A HAPPY HOLMATRO

Holmatro went live with CloudSuite Industrial version 10 on October 14, 2019. Its users have fully embraced the new ERP system and remain eager to learn and test new capabilities. According to Jessica Beijaerts, this is the biggest benefit of the upgrade.

“I'm sure productivity has increased, and we've seen many other benefits,” Beijaerts said. “But, most importantly, our employees are happier as a result of our upgrade to CSI 10.”

## WHAT'S NEXT?

As their knowledge of CloudSuite Industrial continues to improve, the Holmatro USA team will continue testing new functionality and improving existing processes. With their newfound empowerment, the users look forward to embracing the robust functionality of their upgraded ERP system. Due to the success of the upgrade in the U.S., Holmatro will consider implementing CloudSuite Industrial worldwide.

