



Manufacturing Company Uses Zuper for Real-Time Data Integrations and Dynamic Workflows

Overview

A prominent discrete manufacturer and service provider in Louisville, Kentucky, wasn't always the picture of operational efficiency. Prior to a period of rapid expansion through mergers, the company grappled with a patchwork of outdated systems and ingrained manual processes. From generating work orders to communicating with subcontractors and handling invoicing, a significant amount of time and resources were dedicated to manual tasks. This approach was time-consuming and prone to errors and limited their capacity to scale effectively as the company grew.

The limitations of their existing structure became increasingly apparent as the company embarked on a period of rapid growth. Recognizing the need for a unified and efficient operational approach, the company embarked on a journey of transformation. This is where Zuper, a field service management software, entered the scene, offered a solution to bridge the gaps and streamline their operations.



Challenges

The discrete manufacturing company that builds high-precision machine parts. They were known for their quality and precision, but at some point in time, things got a little messy. They decided to grow their business by merging with two other companies that made similar parts. This initially seemed like a great idea—more parts, customers, and money. However, a hidden problem lurked beneath the surface—a tangled mess of computer systems.

— Siloed data

The discrete manufacturing company ended up with three different software programs for running their business. These software programs were outdated, clunky, and hadn't been updated in years. To make matters worse, each company has customized its programs differently over time. Sharing information between them was nearly impossible. Trying to track how many of a specific gear they had in stock. It was a nightmare with one system in sales, another in manufacturing, and a third in inventory. Sales might think they have 100 gears in stock, while manufacturing might only have 50 because they haven't received the updated inventory numbers. This disconnect led to frustrated customers waiting for parts the company didn't have.

— Overloaded paperwork

The company relied on tons of emails and spreadsheets to keep things running. Every department had its own spreadsheets for tracking orders, parts, and schedules. Everyone was constantly asking for updates and information with email tags. If an engineer needs to know the specifications for a new order, they have to hunt through a maze of emails and spreadsheets from sales, hoping to find the correct information. This constant paper chase wasted a lot of time that could have been spent on making parts or checking their quality. Employees were frustrated and stressed, and mistakes were happening.

— Lack of data visibility

Their old computer systems lacked the proper tools to manage data effectively. This meant the manufacturing had to come up with workarounds to track important information, like manually entering data into multiple spreadsheets. This increased the risk of errors, like typos or mistakes in copying numbers. They had a spreadsheet for machined parts but no way to easily see if those parts had also been inspected. This lack of clear data made it difficult to see the big picture and identify any potential problems in production.

— **Fragmented subcontractor management**

The company also used a separate system to manage the companies they hired to do specialized tasks, like polishing certain parts. This created another layer of complexity because data had to be transferred manually between the two systems. They had two separate work crews working on the same assembly line, but they couldn't communicate with each other directly. This fragmented approach to workforce management created unnecessary friction and hindered overall efficiency. The disconnect between the company and its subcontractors led to mistakes and delays in production.

The impact of these challenges is significant. With all the manual work, employees weren't as productive as they could be. The errors in their data led to parts being built incorrectly or delays in shipping. And without a clear picture of what was going on in their production process, it was hard for the company to make informed decisions—all of this can ultimately led to dissatisfied customers.



Solution

Recognizing the limitations of their legacy systems and the need for a unified approach, the discrete manufacturing company partnered with Zuper to implement its field service management software. Zuper offered a comprehensive solution designed to automate workflows, integrate subcontractor management, and streamline overall operations.

✓ **Unifying data and streamlined operations**

Zuper functioned as a central hub, seamlessly integrating with their existing software programs. This meant no more jumping between systems or struggling with manual data entry. Zuper created a single source of truth, providing real-time inventory levels to everyone—from sales to manufacturing. This eliminated discrepancies and ensured sales representatives weren't promising parts the company didn't actually have. Zuper also fostered collaboration by breaking down information barriers. All departments now have access to the same data, allowing for smoother communication and streamlined workflows.

✓ **Streamlined communication**

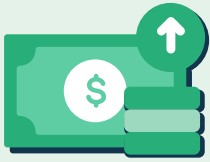
By centralizing all information into one easily accessible platform, Zuper eliminated the need for email tag chains and department-specific spreadsheets. Sales representatives and engineers alike now have real-time access to the same data, ensuring everyone is working from the same page. Zuper also streamlines communication, allowing for effortless information sharing and updates between departments. This collaborative environment fosters transparency and reduces errors caused by outdated information. Ultimately, Zuper transformed the company's communication landscape, leading to increased productivity, reduced errors, and a happier workforce.

✓ **Automating data capture**

Zuper eliminated the need for error-prone manual entry by automating data capture. It involved integrating with machines to automatically record production data or allowing technicians to update information directly through a Zuper mobile app. Zuper also acts as a central hub, consolidating information from various departments and eliminating the need for scattered spreadsheets. This newfound real-time visibility clearly shows everything from inventory levels to production progress and inspection status. With Zuper, the company can now proactively identify and address bottlenecks before they disrupt production.

✓ **Efficient subcontractor management**

By offering a unified platform, Zuper eliminated the need for separate systems and fostered seamless communication and collaboration between internal teams and subcontractors. Everyone now has access to real-time data on task progress, resource availability, and potential bottlenecks. This newfound visibility allows for proactive problem-solving and better coordination, eliminating delays caused by miscommunication. Zuper also streamlines communication through instant messaging, task updates, and progress sharing, ensuring everyone is on the same page and working towards a smooth production flow. With Zuper, the company transformed its fragmented workforce management into a well-oiled machine, leading to increased efficiency and reduced delays.



31%

Average increase in Revenue using Zuper [field service management service software](#)



9 Hrs

per week saved on average using [Zuper Pro Mobile App](#)



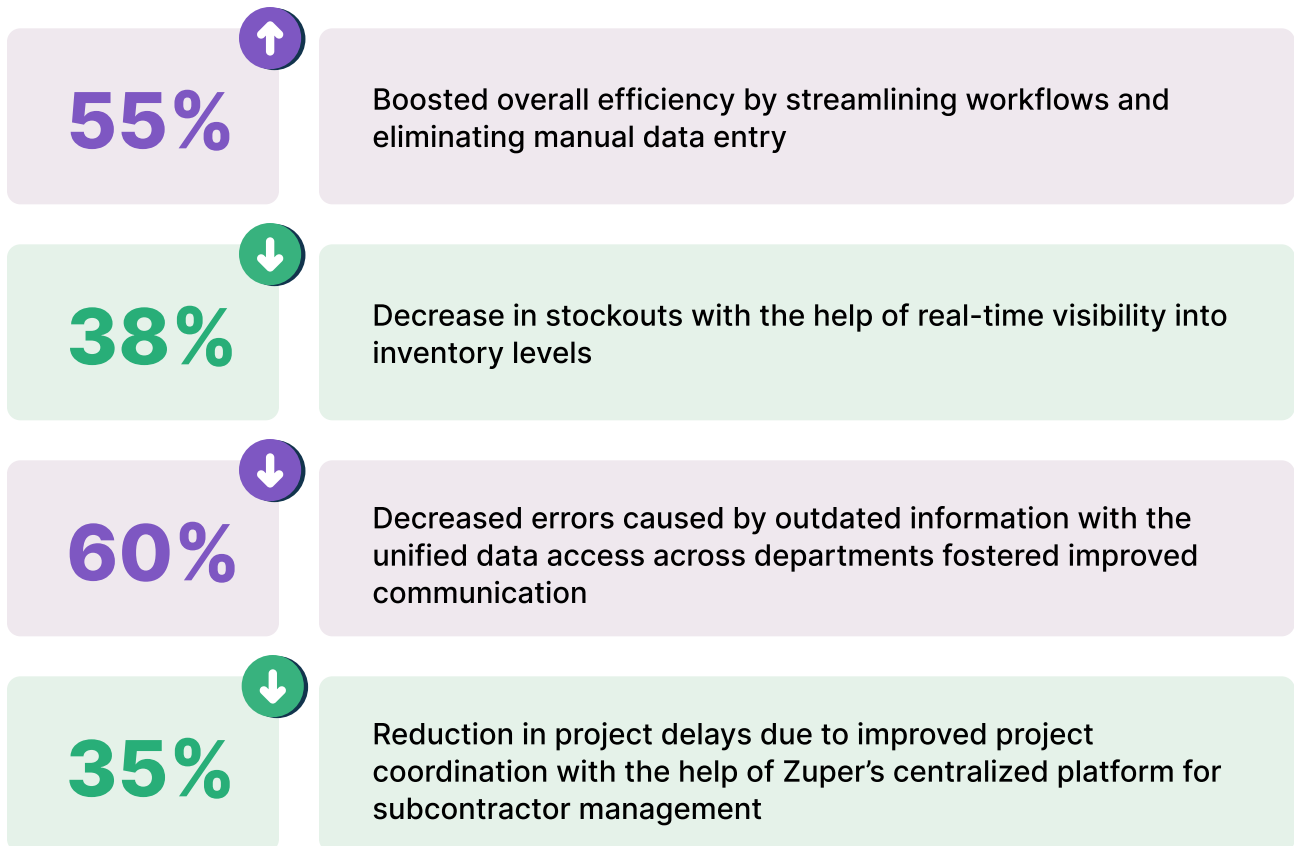
Tracking our technicians' movements and progress has never been easier, thanks to the tracking functionality offered by Zuper FSM. We can now monitor the exact location of our technicians on a map.

Saif Madhat, Founder/CEO, iScent



Results

The implementation of Zuper's cloud-based field service management software revolutionized the operational landscape of the discrete manufacturing company. Zuper helped the discrete manufacturing company to yield significant benefits, including,



Focus on what drives you—building, innovating, exceeding expectations.
Let Zuper streamline your service operations and free up
valuable time for strategic growth.

See how [Zuper](#) empowers manufacturers to achieve more with less.

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