



## Epicor Success Story

# Calibre Equipment

## Production Planning Hits the Floor

### Company Facts

- ▶ Location: New Zealand
- ▶ Industry: Engineering and construction
- ▶ Website: <http://calibre-equipment.com/>



### Success Highlights

#### Challenges

- ▶ Tidy up shop floor controls and production planning
- ▶ Improve customer service levels through more accurate delivery timeframes
- ▶ Minimise IT infrastructure and overhead

#### Solution

- ▶ Epicor Cloud ERP

#### Benefits

- ▶ Accurate inventory and order status
- ▶ Integrated production planning, through to customer delivery
- ▶ Satellite offices easily set up and information shared

Recently rebranded from JB Attachments, Calibre Equipment manufactures attachments for excavators with a range of products including quick connection and release couplers and devices allowing attachments to tilt.

Jenna Smolenski is the chief operating officer in this business of heavy lifting, steel dust, welding, and plasma cutting. She and managing director Graham Smolenski are focused on delivering value to Calibre customers.

Jenna Smolenski's thinking is centred on what is important for customers—the operators in the field. "Downtime is expensive in their industry—it's all time-sensitive, so lead time in getting new equipment to them working is really important," she says.

Historically, the business has had information gaps between inventory and production that meant it couldn't always keep customers informed with accurate information. Customer orders also competed with maintaining an inventory of spare parts, and the production planning process struggled to reflect the correct priority on jobs.

To address this, Calibre implemented the Epicor enterprise resource planning (ERP) solution, including production planning and financial processes. The ERP system is an important tool in the planning required to build each component. Smolenski says, "The Epicor ERP solution allows us to operate efficiently in various divisions—in particular, its planning and production capability allow us to organise capacity through the shop floor."



Smolenski adds that this is helped by other features such as perpetual real-time inventory tied in with manufacturing and invoicing. With this information flowing through the entire system, from production to finance, timely reports make for informed decision-making to support business growth.

With 120 staff across four sites, and around NZ\$20 million revenue, a single source of the truth and accurate inventory and order tracking are vital to both an efficient operation and servicing the demands of OEM and end-user customers.

## Growth through quality

“We are able to maintain quality better as the process is now less haphazard, the planners know what is in the pipeline, and can make sure we have the correct materials in inventory—all the way from ordering the right quantities of raw steel to always having stocks of the urgent spares that need to go out to a job,” says Smolenski.

Quality is more than a differentiator for Calibre. It is key to business growth as foreign products are readily available at prices that look attractive on paper. “We know operators have a choice, so they need to have trust in both our finished product and in us to do what we say we’re going to do,” says Smolenski.

Out on the shop floor, production manager Charles Meyer is the person tracking the job sheets (paper and steel) through the process and making sure any exceptions are quickly reflected in the Epicor ERP system. “We can optimise steel utilisation using the

integrated CAD and plasma cutting machinery, but what Epicor does is look after the big picture—what is being cut and why.”

The reality of the process is made stark on a tour of the facility. This is not a linear automobile production line with raw materials incrementally building a finished product. Rather, individual workstations produce seemingly random components (sub-assemblies) that are brought together in the assembly process with production configured around each machine’s capacity and set-up time.

“There are two main streams of production—inventory and customer orders. Jobs often need to be prioritised through the process, so a central control point to handle that is crucial. Quality is obviously one of our main concerns. Quality gets tracked throughout the cycle of each product so every single job that goes through gets monitored and measured according to customer specifications and drawings,” says Meyer.

## Cloud for a distributed workforce

Smolenski explains the influence a distributed workforce had on Calibre selecting the Epicor Cloud ERP solution. “It has advantages for us in that there’s a lower burden on our internal IT systems and hardware required. Every time we set up an office, we can tap into the cloud-hosted environment from anywhere and allow them to be on the ball with all the information at their fingertips,” she says.

## About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers’ unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit [www.epicor.com](http://www.epicor.com).



Contact us for more information on Epicor Products and Services

+61 2 9927 6200 info.anz@epicor.com www.epicor.com

**Corporate Office**  
804 Las Cimas Parkway  
Austin, TX 78746  
USA  
Toll Free: +1.888.448.2636  
Direct: +1.512.328.2300  
Fax: +1.512.278.5590

**Latin America and Caribbean**  
Blvd. Antonio L. Rodriguez #1882 Int. 404  
Plaza Central, Col. Santa Maria  
Monterrey, Nuevo Leon, CP 64650  
Mexico  
Phone: +52.81.1551.7100  
Fax: +52.81.1551.7117

**Europe, Middle East and Africa**  
No. 1 The Arena  
Downshire Way  
Bracknell, Berkshire RG12 1PU  
United Kingdom  
Phone: +44.1344.468468  
Fax: +44.1344.468010

**Asia**  
238A Thomson Road #23-06  
Novena Square Tower A  
Singapore 307684  
Singapore  
Phone: +65.6333.8121  
Fax: +65.6333.8131

**Australia and New Zealand**  
Suite 2 Level 8,  
100 Pacific Highway  
North Sydney, NSW 2060  
Australia  
Phone: +61.2.9927.6200  
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, February 2017. The results represented in this testimonial may be unique to the particular user as each user’s experience will vary. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. The results represented in this testimonial may be unique to the particular user as each user’s experience will vary. Epicor and the Epicor logo are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2017 Epicor Software Corporation. All rights reserved.