

CUSTOMER SPOTLIGHT

AT-A-GLANCE

Precision CNC machining company, specializing in producing tooling and fixturing for customers in a range of industries, including medical device manufacturing.

Location: Stevens Point, WI
www.martenmach.com

KEY CHALLENGE

- Patchwork legacy system lacked integration
- Lack of integration hampered adaptability in short-run, job shop business environment
- Overreliance on manual, paper-intensive processes
- Lack of real-time data visibility throughout organization
- Inability to customize reporting
- Time-consuming financial reporting processes

SOLUTION

- *OmegaCube ERP, a flexible, fully integrated, adaptable solution for small and midsize businesses*

KEY BENEFITS

- Full integration centralizes all information in central database
- Automation of previously manual processes provides access to real-time data
- Increases in process efficiency allowed for business growth no additional resources
- Integrated Quality Control module helps facilitate ISO certification
- Data accessibility decentralizes responsibilities, minimizes management involvement in non-critical matters
- Real-time tracking of production and inventory



Integrated, real-time data in OmegaCube ERP enables Marten Machining to optimize resources, control costs in job-shop environment

Change is such a constant at Marten Machining that David Marten, Vice President, describes the CNC machining business as operating in a “state of controlled emergency, every day”. Typical of a job-shop, short lead-times are the rule and ongoing developments alter planning at a rapid pace - every 5-10 minutes - with new jobs coming in, old jobs shipping out, order changes, materials changes, time card changes and tool changes, to name a few.

A small but loyal customer base keeps the 16-employee milling and turning operation working at close to capacity. Marten Machining focuses on multi-axis machining, which allows it to machine precision parts with complicated features and contours with a limited amount of setup a production time, a must for medical device manufacturers, which account for the largest percentage of the company’s business. “Our medical devices customers, in particular, must meet pretty significant requirements for process and materials traceability, so we face some of those same requirements as well,” says Marten. “For that reason, and because of the short-run nature of our business, we needed to be able to access current shop floor data and track things like materials, orders and changes to the BOM in real-time.”

According to Marten, the company’s legacy ERP system, a non-integrated mix of database programs for financials and a job-shop-specific application, was anything but real-time. “We really didn’t realize how much time we had been spending and how much trouble it had been entering and moving data from one place to another until we started running OmegaCube ERP. With manufacturing in one place and financials in another it was costing us a lot of time, and oftentimes information just never reached the shop-floor.”

“OmegaCube has gone to a painstaking amount of work to make sure that we can instantaneously navigate to all the data we need. That applies to the front office as well as the shop floor, which means we’re saving time, doing more work and cutting costs throughout the operation - without sacrificing quality or delivery.”

Dave Marten
Vice President
Marten Machining, Inc.





The integration and associated real-time capabilities of OmegaCube ERP turned out to be a tremendous time saver for Marten Machining. "With OmegaCube it's taking us much less time to do the day-to-day administration, like purchasing, tracking orders, creating jobs and sales orders, so we've freed extra time for our staff," says Marten. The solution is so much a time saver, in fact, that Marten Machining was able to abandon plans to hire an additional person for data entry and instead employ an individual to take on value-add responsibilities on the manufacturing floor.

Shop floor personnel are now accessing more data through OmegaCube as well, enabling them to be more involved and informed on delivery dates, order changes and process and quality issues. According to Marten, this newfound access to information on the shop floor allows front line employees to resolve issues before key managers need to get involved. "OmegaCube has allowed us to broaden responsibility, which makes the shop-floor easier to manage," says Marten, while pointing out that enhanced process efficiency has made it easier for the company to handle more orders and more quotes, contributing to business growth. "As soon as jobs are completed everyone knows an order is ready to ship. An email is sent via mobile devices so people throughout the facility are notified no matter where they are. When new jobs are created people can immediately check BOMs and inventory levels, so tools and materials can be ordered within minutes."

Marten Machining is streamlining its operations with OmegaCube in another way - by automating previously manual processes. Time-cards, for instance, were once hand written and the time-card data entered once a week. OmegaCube ERP now tracks jobs and employees on mobile devices as they log in and out of jobs or work centers - even employees required to work on multiple jobs at multiple workstations concurrently. This customized capability is vital to cost control, resource allocation and profitability and was not even an option with the previous system, given the degree of manual intervention it required.

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The groundwork for process improvement was laid even prior to OmegaCube's implementation. During a discovery phase, OmegaCube consultants reviewed existing processes, worked with Marten to identify his priorities and began work on reporting-related customizations to the base OmegaCubeERP application. "One of the biggest factors in selecting a new ERP software was the provider's willingness and ability to create reports, as well as their willingness to customize to match our business processes" says Marten. "OmegaCube allows us to customize reports on the fly, and that's critical given that we're a job-shop where conditions change rapidly and on-time delivery is a top priority."

While customized reporting is vital, Marten Machining is also leveraging a significant and growing proportion of OmegaCube ERP's standard functionality. "For us, a big benefit of OmegaCube is its comprehensive nature. There's a lot of functionality that we've yet to use, but when we do we won't need to pay for it or bring in a 3rd party solution." Marten plans on implementing MRP and job scheduling modules in the future and is utilizing more of OmegaCube's QC module as his company moves toward ISO certification.

Of the out-of-the-box OmegaCube functionality the company is presently using, Marten lists the inventory, manufacturing, purchasing and sales modules as the most important. He credits the instantaneous nature of information within these modules for a marked decrease in emergency orders and inventory levels, even as the company has expanded its business. Marten says the company's "Next Day Air" orders for materials and tooling have decreased by 75% since OmegaCube's implementation.

"OmegaCube has gone to a painstaking amount of work to make sure that we can instantaneously navigate to all the data we need," he says. "That applies to the front office as well as the shop floor, which means we're saving time, doing more work and cutting costs throughout the operation - without sacrificing quality or delivery. When customers call for information on orders we can give them answers right away. That used to take 10 minutes or more. Being able to answer questions quickly gives our customers a real sense of confidence in us and shows we're in control of our manufacturing process."

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