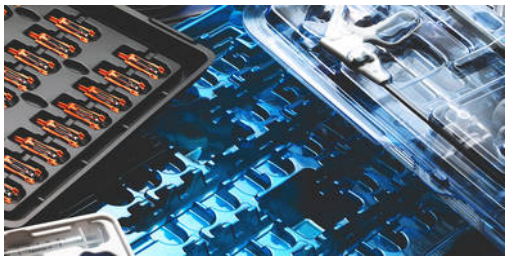
Customer Profile

Computer Designs Finds Quick ROI with Infor VISUAL



Facts at a glance.

Solution: ERP
Products: Infor™ VISUAL
Industry: Industrial Manufacturing
Country: USA

"Infor VISUAL is an invaluable tool for us, covering one end of the business to the other. We acquired additional medical packaging business and can now support significant growth from that market today."

—Brian Furchner, Quality Assurance Manager, Computer Designs

About the company.

Computer Designs is a manufacturer of custom thermoforms for the medical, surgical, electronic, and OEM markets. Based in Whitehall, Pennsylvania, the company also has plants in North Carolina, Arizona, and Puerto Rico. To learn more, visit www.computer-designs.com.

Synergy Resources provides leading-edge ERP software and services to companies looking to increase profitability and improve operational performance. For more information, visit www.synergyresources.net.

Challenges.

- Eliminate manual processes and integrate all disparate systems.
- Gain one global, real-time view of processes and priorities.
- Keep pace with changing customer quality and regulatory requirements.
- Escalate growth in the medical device market.
- Integrate a scalable, robust ERP solution with financials, MRP, quality, barcoding, and scheduling.

Benefits.

- Achieved seamless integration between corrective action program and performance model to ensure focus on task maintenance—a huge business driver.
- Improved response to number of expedited customer orders—from 70% to 95%.
- Gained real-time visibility into scheduling and production across the enterprise.
- Consistently kept equipment running efficiently with better scheduled downtimes.
- Ensured that all scheduled calibrations occured on time with detailed activity records.
- Accurately measured customer satisfaction and informed suppliers of their performance and how to improve.
- Automated and significantly streamlined processes that improved efficiency, including customer and supplier file processing, maintenance processes, and tooling assembly.
- Ensured close management of material/product traceability throughout the supply chain.

"When our medical customers see how Infor VISUAL works and the type of data and reporting we have at our fingertips, they want to know where they can get this software."

—Brian Furchner, Computer Designs

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