



# Cincinnati Sub-Zero combines industry-leading production, manufacturing, and quality management with Infor VISUAL

## Facts at a glance



Headquarters  
US



Industry  
High Tech & Electronics



Products and services  
Infor VISUAL®



Implementation partner  
Visual Business Solutions



Web site  
cszinc.com

## Cincinnati Sub-Zero unites business divisions with Infor VISUAL

Delivering innovative temperature management solutions through company-wide visibility

With over 75 years of experience supplying world-class temperature management solutions, Cincinnati Sub-Zero (CSZ) serves medical and industrial businesses with innovative temperature management solutions worldwide. Through each of CSZ’s core business divisions—medical, industrial, testing, and animal health—the company strives to live out the belief that every day they can help to improve lives, whether through products to aid patients’ surgery recovery time or delivering safe and reliable products. To help achieve this goal and improve visibility into all the data across its four divisions, CSZ implemented Infor VISUAL. Infor VISUAL quickly converts customer requirements into manufacturing requirements, and then executes them efficiently, allowing CSZ to accurately deliver solutions to customers spanning multiple industries.

## Business goals

- Allow data sharing and a cohesive, up-to-date, accurate view of customers.
- Improve order management without sacrificing accuracy.
- Respond quicker to FDA regulation issues by strengthening traceability.
- Manage a large volume of complex customer orders, while meeting specific contract requirements and FDA guidelines.
- Improve visibility into manufacturing areas, such as materials used, scheduling, and quality management.
- Reduce product lifecycle time through quoting and estimating optimization.



The leading industry trend is being able to deliver products faster and accurately, which is one of our mottoes: ‘Right the first time.’ Infor VISUAL has provided company-wide visibility into our product lifecycle, improved our efficiencies, and allowed us to capitalize on this advantage.”

Cathy Coletts, Director of Information Technology, Cincinnati Sub-Zero



# Improving quality management while adhering to strict regulations

Needing to adhere to strict FDA guidelines, as well as ISO 9000 quality management standards that seek to increase business efficiency and customer satisfaction, CSZ required a versatile ERP solution. Infor VISUAL's quality management capabilities allow CSZ to establish, track, and manage every engineering activity and supply chain expectation. The solution also helps the company create critical manufacturing specifications for products, processes, equipment, and measuring devices, as well as improve enterprise team collaboration with vendors, customers, and employees. When an FDA regulation issue arises, CSZ can react quickly and make better-informed business decisions by using the traceability capabilities of Infor VISUAL to access critical information, such as who purchased a product and when a product was sold.

## Business outcomes

- Gained company-wide visibility into the product lifecycle to help make more-informed business decisions.
- Supported business growth and profitability goals by establishing, tracking, and managing all relevant engineering activities and supply chain expectations.
- Maintained high product-quality standards without sacrificing timely delivery.
- Improved product lifecycle management and reduced product lifecycle time.
- Increased traceability by eliminating project management inaccuracies.

## Versatility to service customers across all industries

CSZ's four divisions provide a unique opportunity to serve customers in many industries, such as hospitals that require a heating/cooling device in an operating room or doctor's office to aid patient recovery time, or manufacturing companies that test their products for safety. Infor VISUAL provides CSZ with a platform that allows the company to meet a variety of customer requests. Infor VISUAL delivers functionality that allows CSZ to ship its Penguin Express products within 24 hours of receiving an order. With this capability, CSZ stays ahead of the industry curve and delivers world class temperature management solutions, right the first time.

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With the support that Infor and Visual Business Solutions provide us, we're able to run our business the way we want to run it. We want to provide the best customer service with on-time delivery, while delivering the highest-quality product. We've been able to do that with Infor VISUAL.”

**Cathy Coletts, Cincinnati Sub-Zero**



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