Challenges

- Get real-time visibility across the enterprise, improve inventory control, and increase flexibility.
- Improve budgetary reporting—cut lengthy setup and run times, and run reports of “actual costs” versus “standard costs.”
- Resolve issues with long standard product lead times.
- Replace quality “silos” and standardize quality processes.
- Support future growth and operational processes.

Benefits

- Doubled profit margins and more than doubled shipments with no overhead increase.
- Cut product lead times by 67%; cut work-in-process inventory by 60%.
- Increased on-time deliveries from 75% to 95% or more.
- Increased productivity by 43%.
- Improved decision-making through real-time visibility into inventory, purchasing, manufacturing, and financial reporting.
- Gained real-time access to automatically created custom reports.
- Improved negotiating power for parts and materials through visibility into sourcing, vendors, purchase history, and costs.
- Eliminated manual records following automatic creation of the control document distribution list.
- Easily collected and controlled quality data in one source to standardize and streamline all quality processes.

“I’m confident our external auditor will be blown away by the comprehensive and professional internal controls we now have with Infor VISUAL.”

—Jeff Carignan, Operations Manager, Instrument Technology, Inc.

Facts at a glance

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

“Today our on-time delivery is 95% to 100% with a four-week lead time—our major goal when we selected Infor VISUAL.”

—Jeff Carignan, Operations Manager, Instrument Technology, Inc.

About the company

Instrument Technology, Inc. (ITI) designs, develops, and manufactures products for industrial, medical, veterinarian, law enforcement, aerospace, and military markets. Founded in 1967 and located in Westfield, Massachusetts, ITI has produced the most advanced remote viewing instruments and systems available, including borescopes, fiberscopes, and videoscopes for observing or inspecting inaccessible or hostile environments. To learn more, visit www.scopes.com.

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