



Customer Profile

Group Dekko hones its competitive edge with multiple Infor solutions



Facts at a glance

Product: Infor LX, Infor Corporate Performance Management, Infor Infinium FMS, Infor EPAK

Industry: Discrete Manufacturing

Country: USA

"We've reduced average quoting time from 14 to 3 days and can move a customer order from phone to shop floor in less than 5 minutes. "

**—Chris Edwards,
VP of Information Systems,
Group Dekko**

About the company

With headquarters in Garrett, Indiana, Group Dekko employs approximately 1,500 associates across 11 facilities in three states and Mexico, and a manufacturing partnership in China. From off-road heavy-duty equipment and diesel engine applications, to office furniture, to medical defibrillators, the \$165 million company manufactures a broad variety of products for the office furniture, transportation and industrial, architectural lighting, appliance, medical, and consumer markets. Group Dekko sells products all over the world and ships directly to OEMs or their distribution centers. To learn more, visit www.dekko.com

Setting the strategy

When you're a manufacturing company with products and processes as diverse as Group Dekko's, you need an ERP system that supports multiple modes of manufacturing and doesn't hem you in. And when many of your customers could quickly become your competitors were it not for your fast turnaround and quality service, you need a system that enhances rather than hinders your unique market differentiation.

That's why Group Dekko, which manufactures products for the office furniture, transportation and industrial, architectural lighting, appliance, medical, and consumer market, chose Infor™ for its ERP system. With dramatic reductions in inventory, quoting time, and the time it takes to move customer orders into production, the company knows it made the right choice.

Getting business specific

In 1982, Group Dekko purchased the BPCS ERP system, the product that has evolved into Infor LX on the IBM System i platform. In fact, Group Dekko is Infor's oldest active customer on the product. It has been a long and happy partnership ever since that decision nearly 30 years ago. "When we purchased the software in 1982, we bought it for one of our plants that built injection molding machines," says Chris Edwards, vice president of information systems for Group Dekko. "We had such success that we started extending it to run manufacturing in our other plants. We found we could get an order off the phone and onto the floor in less than five minutes."

Edwards says the company chose the Infor product from a field of 30 candidates. "We wanted to develop a paperless shop floor system, and we were looking for sound, solid manufacturing engine to support it. The combination of stability, ease of modification, and the fact that it ran on IBM mid-range computers sealed the deal. We did a lot of early testing of operating systems with IBM, and Infor leverages that relationship. It's a real win-win."

“We’ve seen a 40% reduction in inventory and a 2% increase in on-time shipping, from 97% to 99%.”

—Chris Edwards, VP of Information Systems, Group Dekko

Seeing results

The system provided Group Dekko with exactly the foundation it needed for paperless shop floor processes—and much more. It also helped the company move from batch to real-time information processing, an enormous step forward in speeding orders to production and increasing customer satisfaction. With customers like Herman Miller, Whirlpool, Delphi, Philips, and Lithonia Lighting, quick turnaround and exemplary service were critical. “The system is able to cover all our various manufacturing needs—and that’s important for a company that runs the gamut from repetitive manufacturing to job shop. We can use the same piece of software to cover all those types of business,” says Edwards.

In 2009, Group Dekko converted from a third-party financials system to Infor LX, and then added complementary systems like Infor Corporate Performance Management for business intelligence and analytics; Infor EPM for software lifecycle management; and Infor Invision FMS for fixed assets management. “The nice thing about Infor LX and its integration with other products is that it just continues to mature, while maintaining its stability and ease of implementation,” Edwards comments.

And he appreciates Infor’s commitment to support and enhance existing systems within its customer base no matter how much the company grows. “We’ve been able to be a major contributor to the direction of the ERP system,” he says. “Infor listens to us and they’re very open about communicating. They are not your typical market-driven solutions provider. In addition, their wide portfolio in the IBM System i arena gives me great peace of mind.”

Consistency across all its manufacturing operations is another benefit Group Dekko derives from Infor’s solutions. In particular, Infor’s support of Group Dekko’s workflow system in Lotus Notes has helped standardize processes across the company.

“Given the geographic dispersion of our plants, it’s a great help to have a standard method for creating a new vendor supplier in the system, or handling an engineering change,” says Edwards. “When we started consolidating all our divisions in the Infor system, we had about 6,700 modifications to standard workflow processes from division to division. Now we’ve reduced that to 200.”

Edwards says the company has used Infor’s solutions to:

- Reduce inventory by 40%.
- Move a customer order from phone to shop floor in less than 5 min
- Increase on-time shipping from 97% to 99%.
- Integrate EDI to reduce average quoting time from 14 days to 3.
- Use BI to improve at-a-glance executive reports, decreasing reading time and enabling faster, better-informed business decisions.
- Support global sourcing through Infor’s multilanguage, multicurrency capabilities.

Doing business better

The company also is in the process of rolling out the web-enabled version of Infor LX, and plans to use that system to establish a customer portal, and to further automate B2B information exchange. “This will allow our customer service people to be more productive,” comments Edwards.

Group Dekko has a manufacturing partnership in China and plans to continue to expand and diversify its venture there. “We could at some point have our own manufacturing operations in China, Mexico, and the European market,” he says. “We know Infor LX will support whatever we want to do internationally, and that’s another thing we like about the product. It not only will accommodate multiple books and a truly international currency exchange, but also is supported by Infor’s teams around the world.”



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About Infor

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