

# Tangle case study



## The Challenge

Clinton Machine, a family-owned machine shop in Ohio that started operations in 1964, faced significant challenges with its outdated systems. The company relied heavily on an MS-DOS-based database, pen and paper, and even carbon paper for some processes. This resulted in an enormous amount of manual work, especially for order management, shipping, and quoting. The existing systems made data extraction difficult, hindered efficient reporting, and required time-consuming workarounds. Ashley Podnar, the operations manager, noted the need for a better order management system and a way to reduce the workload associated with quoting and order entry.

**“Other ERP systems are looking for a one size fits all approach. With Tangle it is the exact opposite, they accommodate you rather than expecting the customer to accommodate their software and that is that's so key, and it's also so different than anything else that I've seen.”**

Ashley Podnar, Operations Manager

## The Solution



Clinton Machine initially transitioned to Jobboss ERP to address these issues. While Jobboss provided some improvements in database administration and order management, it didn't fully meet Clinton Machine's needs. The system's rigid framework forced Clinton Machine to change its established processes, leading to the development of workarounds and a continued reliance on pen and paper. In November 2024, Clinton Machine discovered Tangle and recognized it as a more flexible solution. Tangle's ability to customize the interface and tailor the system to Clinton Machine's specific workflows and shipping requirements made it a more suitable choice.



## Key Features

Key features of Tangle's solution that addressed Clinton Machine challenges:

- **Customization:** Tangle allowed Clinton Machine to tailor the system to their specific needs, including custom fields, flexible shipping interfaces, and calibration tool management.
- **Flexibility:** Tangle's flexibility enabled Clinton Machine to manage its unique shipping processes and data extraction requirements, unlike the rigid framework of their previous ERP system.
- **Data Extraction and Reporting:** Tangle simplified data extraction and reporting, eliminating the need for exporting data into Excel spreadsheets.
- **Quoting and Estimating:** Tangle allowed for the input of historical data, enabling more accurate quoting and estimating based on trends.
- **Implementation and Support:** Tangle provided a smooth implementation process with direct communication through a Slack channel, allowing for real-time collaboration with developers.

## The Results

By implementing Tangle's ERP solution, Clinton Machine has achieved the following benefits:

- **Time Savings:** Tangle saved the company hours each week by automating data extraction for quote sheets and streamlining shipping processes.
- **Improved Efficiency:** The ability to customize the system and automate tasks increased overall efficiency.
- **Enhanced Data Management:** Tangle improved data management by providing a centralized system, simplifying data extraction and reporting.
- **More Accurate Quoting:** Tangle's historical data analysis enabled Clinton Machine to provide more accurate and consistent quotes to customers.



## Summary

Clinton Machine's experience demonstrates the importance of choosing an ERP system that can adapt to a company's specific needs and workflows. Tangle's flexibility and customer-centric approach enabled Clinton Machine to overcome the limitations of its previous systems and achieve greater efficiency and productivity.