Dendro Poland

Epicor iScala supports fast growing mattress manufacturer in Poland

Company Facts

- ▶ Location: Poland
- ▶ Industry: Manufacturing
- ▶ Web site: www.dendro.pl

Success Highlights

Challenges
- ▶ High quality requirements of the company's main customer, IKEA
- ▶ The need to support the new manufacturing plant
- ▶ The need for data centralization and remote working

Solution
- ▶ Epicor iScala

Benefits
- ▶ Holistic service of business processes
- ▶ Compatibility with the main customer's system
- ▶ Increased efficiency

Dendro Poland Ltd Sp. z o.o. is a fast growing company. It is part of an international Group and its main customer is IKEA®, the well-known Swedish furniture company. Dendro Poland manufactures several types of foam mattresses and mattress covers, and systematically adds new products to its range. Built in 2009 its factory produces long blocks of flexible polyurethane foam that are cut into smaller parts and used as a basis for the mattress.

Dendro Poland pays close attention to product quality and safety, as well as the satisfaction and development of its employees. The company is engaged with helping local communities and it follows the respected principles of ethics and good cooperation as well as the business values from IKEA's long tradition in the region.

Choosing a new ERP system

Due to rapid business development, including building a new factory and expanding its range of products, Dendro Poland needed to implement a new enterprise resource planning (ERP) system to manage its business processes across the operations.

They chose Epicor iScala and the company implemented the production, financial, and logistic modules. Dendro can now get a precise picture of current production in order to make the right business decisions at the right time. With Epicor iScala in place, Dendro Poland has access to accurate

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real-time business data, such as the amount of foam required to produce a mattress, allowing it to control production efficiency and related costs.

"We selected Epicor iScala because it works in similar enterprises. Along with the rapid development of our company, we needed to implement an integrated system to manage our business processes. The reason we chose Epicor iScala was due to its functionality and scalability, which can easily keep up with our future developments. Data centralization, and the possibility of working with one central system to allow us to coordinate all processes, was also very important," says Jakub Piekarz, project manager for Dendro Poland.

Implementing Epicor iScala

The legacy software solution that Dendro Poland used previously to manage production was no longer fulfilling the requirements of the expanding company. It was impossible to share financial data and the old ERP system had not been updated for years. The company therefore decided to implement a new, comprehensive ERP system.

"The previous system did not fully meet our expectations because it was not possible to integrate it correctly with the accounting department. The tool was getting by with planning and production, and the warehouse turnover, but, unfortunately, it couldn't be properly integrated with other departments and that was an issue," says Piekarz.

The implementation took place in two phases. During the first phase, the ERP system was installed and a full business requirements analysis was performed.

Then, within the next six months, the service production and logistics processes were implemented together with the integration of the external systems. Importantly, the implementation of the production and logistics functionality carried on during the financial year and did not disturb the work of the finance department. The project involved three external consultants and 12 in-house employees.

Making the sweeping price change was simple with Pricing Planner. "With 22,000 SKUs it would have been challenging to use IMU and raise everything three percent. There is a report but it would have been time consuming," said Allen. "With Pricing Planner, it was very easy. It was exciting to look at the projected increase that a sweeping change would have on gross profit."

Business benefits

By implementing Epicor iScala, Dendro Poland has received a number of business benefits.

"From the perspective of the whole organization, the main change is that we have one system, which holds all of the company's data, from receiving materials through to production, ending with the warehouse logistics. This means that we can now better plan and report. In logistics, the main benefit is managing the inventory as well as having access to the records

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and transfers between warehouses with the full history of operations. In the production area, we've gained additional support in the production of long blocks," adds Piekarz.

"Epicor iScala provides inventory control, which is very important for our core business. By replacing the single program for managing production with a fully integrated system, we have received a number of benefits, such as the integration with

the system that IKEA uses. It allows us to efficiently transfer information about orders, shipments, invoices, and production planning. One of the key elements of the implementation is the integration with the planning supplement system in our external warehouses. Moreover, mattress production can now be reported on using bar code readers, which improves and automates our daily work," concludes Piekarz.

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, connect with Epicor or visit www.epicor.com.

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