



Epicor Success Story

Certex

Epicor provides a lift for Certex

Company Facts

- ▶ Location: Stockholm, Sweden
- ▶ Industry: Distribution
- ▶ Number of Stores: 5
- ▶ Web site: www.certex.se



Success Highlights

Challenges

- ▶ Certex needed a flexible ERP system to support the advanced logistics and financial processes

Solution

- ▶ Epicor ERP

Benefits

- ▶ Simplified bill-of-material
- ▶ Easy-to-use search facilities have helped Certex improve productivity and simplify order processes
- ▶ Flexibility and agility, especially within the logistics processes

Founded over 100 years ago Certex is a distribution and marketing company specialising in lifting. The company's main products are steel wires but the product ranges are wide and covers more than 7000 items for most lifting requirements, from steel wires to cranes and safety equipment such as harnesses.

Today Certex exists in Sweden, Norway, Finland, Denmark, Germany, the US, Estonia, Latvia, Lithuania, and Russia. Each country runs a local network of service units and service buses with access to a large amount of expertise and experience. Certex products are often tailor-made to a customer's requirements.

In 1999 Certex was using Scala's enterprise resource planning (ERP) system on the Unix platform. They were happy with the system, even if the Unix solution by then had become old-fashioned. With the upcoming event of the millennium shift, Certex was worried about millennium compliancy and took the safe route by upgrading their ERP solution.



Certex chose Epicor

After searching the market and going through several evaluations Certex chose Epicor's ERP system because of its simple structure and flexible architecture. Peter Broberg, IT manager for Certex was employed as Epicor expert at the same time as the system was upgraded. He comments: "We were the first to use Microsoft SQL Server 7 and we actually started with Epicor on a beta release."

In 2004 it was time for yet another upgrade. Certex again evaluated the various options available, and again chose Epicor because they had previously realized that the system's bill-of-material module could support the company's complex logistics processes very well. The bill- of-material set up means that Certex can easily match the right components with the right order. This time it was version 2.2 and the implementation went smoothly.

Complex processes

In 2009 Certex turned over about 1,5 bn SEK. The company delivers a large amount of steel wires and lifting tools worldwide, something that puts high demands on a well functioning ERP system, and in particular smooth and flexible logistics process. Epicor's ERP system is fully integrated with order, invoicing, and accounting processes. "Our logistics processes are very complicated and we run them in a complex manner too. It's always hard to predict how different companies are going to use an ERP system and I think even more so in our case. For example, we have some chain tools that are sold in batches, something that can cause problems in several systems where the price for each chain disappears. With Epicor's bill-ofmaterial module we don't have to enter a new article number for each order. The module works as a mini-MPS and correct article numbers already exist in the system. Epicor is better than most for this," says Broberg.

Broberg explains that he thinks Epicor's ERP system does its job very well when it comes to the complex situations that Certex presents for logistics and accounting. After having worked with the system for such a long time he knows it backwards, which means that Certex requires little support from Epicor. But the knowledge that Epicor's consultants are there if something should happen is good.

He says: "Epicor's consultants are very experienced within their skill areas. They are nice to work with and it's good to know where they are in case of a problem."

"Very user friendly"

Certex main Epicor contact is in Budapest, where their support is located. Certex decides themselves which order issues and potential bugs should be resolved. When the decision is made the Budapest office will sort the problem fast. Broberg explains that he has full confidence in Epicor's consultants, and it matters less where they are physically located.

According to Broberg, one of the biggest advantages of Epicor's ERP system is that it's so easy to learn how to use. A lot of companies don't want to upgrade or change system because they think the long training process will have a negative impact on the company's productivity.

Today Certex has about 150 Epicor users, but they plan to increase that number during the next year. From a performance perspective Certex can't see a problem with increasing the number of users.

Broberg concludes: "Epicor's ERP system is very user friendly. I can teach anyone how to use it in less than one week. The speed of learning is a big advantage, much faster than any competitor. Epicor outclasses most other ERP system in this area, that's a promise!"



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.



Contact us for more information on Epicor Products and Services

+1.800.776.7438 info@epicor.com www.epicor.com

Corporate Office
804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, January 2011. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, the Epicor logo and Epicor ERP are registered trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2014 Epicor Software Corporation. All rights reserved.