

priority™

Customer Case Study

Company Phillips Safety Products | Manufacturer of occupational safety products

HQ Middlesex, New Jersey

Industry Manufacturing



The Challenge

Help Phillips ramp up their entire operations, from the boardroom to the design tables, down to the shop floor, and distribution center.

The Result

Phillips now have a holistic view of their business processes, with real-time sales order management, manufacturing, inventory, and warehousing.



About | Phillips Safety Products



PHILLIPS SAFETY
PRODUCTS INC.

The Phillips family boasts a long and colorful history of more than 100 years in the optical business, having started over century ago producing glasses for Bausch & Lomb in 1905. In the decades that followed, Phillips manufactured optical lenses for the military, semi-finished lenses for optical labs to make into prescription glasses, sunglass lenses, and specialty bifocal lenses.

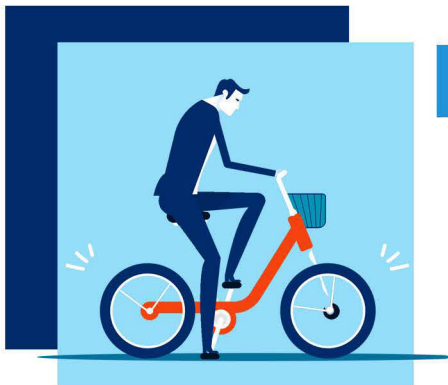
Today, Phillips Safety Products emerged, now serving key customers in the laser, x-ray, glassblowing and other safety markets, with a keen focus on diversifying eyewear designs, making them more comfortable and safe.

The Challenge

With the global protective eyewear market expected to reach over \$3B by 2024, the Phillips team works hard to keep up with the fast-changing industry trends, safety regulations, and compliance. "Worker safety is one of the major drivers fueling our market," said Brian Struble, IT Architect, Phillips Safety Products. "North America and Europe are our two largest markets. Competition is fierce, and we've got to be ahead of the game."

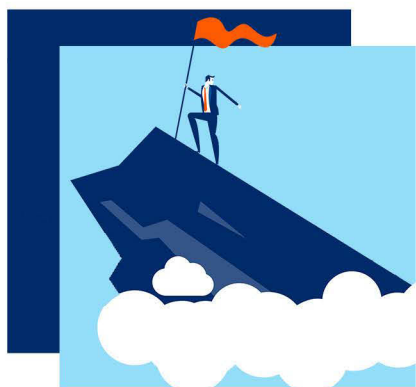
With an increased application arena and growing availability of protective eyewear products, small and mid-sized players are up against today's industry giants. To succeed, Phillips needed to shift their focus and turn their attention to accelerating productivity and efficiency. They had already adopted an ERP strategy that leveraged two separate systems

for Sales and Inventory management, but as the company expanded, these loosely integrated systems began to affect their business growth, slowing down orders and severely impacting customer service. An end-to-end ERP system was the next logical step.



The Solution

Determined on making the best choice for their business, Struble and his team scanned the market for suitable vendors. "We stopped short when we met the team from Priority and saw the demo," said Struble. "It was clear that Priority had what it takes to pull together our entire workflow, especially tying in our manufacturing with our sales, customer service and inventory." According to their team, system onboarding was quick and easy with a relatively short learning curve, due to Priority's user-friendly, customizable UI. Just one week after going live, Phillips doubled their number of licensed Priority users, never expecting so many employees to jump on board so quickly.



The Result

The Priority implementation has so far achieved:

- Real-Time Sales Inventory - no longer need to perform a daily export of Sales and Customer information for accounting. Now Phillips has real-time inventory for Sales to confirm availability before promising a big order.
- Strong System Performance - perform more tasks real-time now than they could have ever hoped for using their previous solution.
- Flexible API - customize their shipping processes, so that shipping info is now entered and maintained by the Sales admin team who maintain close relationships with their largest distributors.
- Customized Drop-Ship Service - largest distributors are dependent on them to drop-ship many of their orders, using their custom shipping requirements. Phillips are now looking to improve their shipping performance and implement Priority partner, ShipEngine, a leading shipping API and multi carrier shipping system, fully supported by Priority ERP.

"Our business continues to grow at a healthy pace. Our IT strategy is to continue to grow our Priority ERP implementation and usage. We see Priority as our long term partner, as we forge ahead, looking for ways to eliminate information silos and integrate our data into a single system," says Struble.

"We're performing more tasks in real-time than we ever could have hoped with our previous solution."

Brian Struble, IT Architect,
Phillips Safety Products

Want to see Priority in action?

Find out how Priority can power your processes, increase efficiency and productivity, and help you grow your business!

Schedule a no-obligation product demo with one of our experts >>