



COMPANY:
RMC

COUNTRY:
UK

INDUSTRY:
Manufacturing,
Chemicals

PARTNER:
ABS Ltd

The Challenge

RMC needed a system to help them manage their inventory of hundreds of line items and control all financials and accounting processes, including contract invoicing.

The Result

RMC replaced its legacy ERP with Priority, quickly onboarding the system, and today, RMC uses Priority to handle the company's financial operations.

About RMC



Dedicated to the 3 P's of Sustainability (People, Planet, and Profit), Rochester Midland Corporation (RMC) provides sustainable water management programs that are green, financially viable, and add measurable social value for both the user and their community. With its headquarters, manufacturing, and training facility in Wales, RMC has been a leader in the specialty chemical manufacturing industry since 1888. Since 1996, it has operated as a water and wastewater treatment provider, serving customers throughout the UK and Ireland. RMC provides sustainability programs for the food and beverage industry, including food safety cleaning, sanitizing institutional cleaning products, and full-service cleaning, chlorination, and hygiene programs.

The Challenge

"The old system in use for 15 years could no longer keep up with our needs, nor customer demands," said Pauline Roberts, Business Director at RMC. "We're in a highly competitive business. Sustainability is a dynamic global industry, and we couldn't afford to be left behind." Added Roberts, "We needed a system that could provide cost control for our business and annual service contracts."

RMC was keen on implementing an ERP system that would handle stock control, assembly, and financial accounting, including contract invoicing, with easy implementation and a short learning curve for new users. After a Priority ERP demo by ABS Limited, Priority's authorized partner in the UK, RMC were sold, and the ABS project team got to work. "We were overwhelmed at how quick and easy the onboarding was," said Roberts. "ABS professionally managed the implementation process, employees from the accounting department, sales, and those responsible for RMC's extensive inventory reported that "Priority was easy to use, fast, and exceptionally intuitive."

The Solution

Today, RMC manages operations under one roof. Their Wales headquarters also includes a manufacturing plant and a training facility for RMC customers. As the company expanded its workforce, production lines, shop floor machinery, and resources, RMC's management team was ready to upgrade and replace the current ERP with a more advanced system that could handle the load.

The Result

RMC employees were quick to comment on Priority ERP's benefits, especially the system's built-in search functionality that enables users to search on any field with multiple search criteria and the ability to personalize Priority screens – user-customized without the need for programming skills. "This is a tremendous plus – real added value," said Roberts. "Our employees can now tailor their screens to reflect our company's terminology, giving users fast and easy access to the fields they need. In Priority, all fields are searchable and specific queries can be saved with default queries, which open when corresponding documents are opened."

RMC now benefits from Priority's built-in BPM, with valuable business rules and a built-in data generator to automate, optimize and manage their business processes. Priority's BPM allows users to design the system to meet the company's internal procedures and authorization rules and, more importantly, to help ensure that rules and regulations are adhered to. Based on Priority's business rules, any anomalies are immediately reported to company management via the system.

"Priority has proven to be a true, cost-effective solution with an affordable total cost of ownership in a very short time. We've increased our overall efficiency by 20%, and that's an impressive figure in our industry."

Would you recommend Priority ERP to other sustainability products and service providers?

"Yes, in a flash!"



"Implementing Priority, we couldn't believe just how fast and easy system onboarding was."

Pauline Roberts, Business Director at RMC

[See how Priority works for you](#)

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