



COMPANY:
Stillwell

COUNTRY:
USA

INDUSTRY:
Manufacturing
Hydraulic Jacks

WEBSITE:
www.stillwelljacks.com

The Challenge

Stillwell looked to ramp up its operational processes – purchasing, manufacturing, sales, and customer service.

The Result

Priority ERP helped transform and accelerate workflows, produce more, and deliver better quality products on time and on budget.



About Stillwell

Founded in 2006, Stillwell Jacks is a company with one goal – to provide its customers with the best quality and innovative hydraulic jacks for their industry. Built to last, Stillwell produces some of the fastest and most affordable hydraulic jacks in the world, able to work in extreme environments on nearly any trailer, all backed by a 2-year warranty. Stillwell manufactures hydraulic trailer jacks and seals, cylinders, and parts for agriculture, earthmoving equipment, automotive industries, and the US military.

The Challenge

As a fast-growing business delivering products nationwide, the Stillwell team knew they could no longer rely on QuickBooks to manage their accounting. They needed an alternative to manage their entire operations, namely manufacturing and order tracking. "We worked based on memory and printed out customer orders that often got lost in a pile of paperwork," said Zac Stillwell, VP of Operations. "We knew we couldn't handle our growth without a system to cover purchasing, manufacturing, sales, and customer service."

Leading the team, Zac understood the advantages of ERP and how a single, company-wide, cross-functional platform could do the job. "Clearly, ERP was the next logical step," said Zac. "In this industry, we're constantly creating new products to better serve our customers, but we're also developing new technologies to grow our brand and remain competitive." After meeting with several ERP vendors and evaluating system demos, Stillwell Jacks chose Priority ERP.





The Solution

"We knew we needed an open, flexible, and scalable ERP system that could grow as our business grows. Priority quickly convinced us they were the right choice, and we agreed. Priority's modules and functionality were a perfect fit for our immediate needs." Stilwell continues.

A thorough onboarding, implementation, and user training program were fast put into place. "We were ready for a long and exhausting process, but the Priority implementation team was quick and professional, which meant little to no system downtime." Zac added, "Processes are really straightforward and are delivered in manageable size steps. Our employees, all new Priority users, adapted relatively quickly, too. The UI is super intuitive, and once you understand the basics, it's easy to become proficient – and that's a huge benefit."

The Result

The Priority implementation has so far achieved:

-  **Increase in Orders:** Stillwell Jacks now process up to 30% more orders with the same resources.
-  **Streamlined Manufacturing Process:** The system allows Stillwell to enter the orders on the front end and drive the actions throughout the rest of the business. Manufacturing knows what to build, and when it's due, purchasing knows what to buy, and our management has real-time visibility of operations.
-  **More with Less:** Priority's taken the manual management out of running the business and Stillwell can do much more with less. The time saved allows Stillwell to book, build, and ship more orders – and that's good business.
-  **Easy Customization:** Stillwell made changes along the way and personalized it. There wasn't anything they couldn't handle, from changing the interface, editing reports and creating queries.

"We've identified our next module expansion and are eager to start," he replied. "I know that adding a shipping interface that Priority offers via an open API will save us a lot of time and reduce manual errors. The truth is, we can't wait to see what's next for Stillwell and Priority ERP."



"Priority's taken the manual management out of running the business, and today, we can do a lot more with less."

Zac Stillwell, VP of Operations at Stillwell Jacks

See how Priority works for you

Book a demo today ▶

