"Of all the vendors we looked at – Synergy took the greatest amount of time to truly understand our requirements, and ensure they presented a **great fit for the business**"

- Shawn P. Spencer, OWNER, NCT

About the company.

Northeast Coating Technologies (NCT) provides the Machine Tool, Medical, Aerospace and Defense industries with a complete range of advanced surface treatments available to enhance their products performance. NCT's advanced surface treatments provide manufacturers with options that can be matched to the performance requirement. Targeting high litigation potential markets, NCT must meet a wide variety of quality standards. As an **ISO 9001/2008** and **AS 9100** certified supplier, they have implemented the most up to date quality standards and practices available. NCT strives to update and enhance its processes in order to help its customers improve their productive cycles, as well as the quality of their output.

Setting the strategy.

Growth within the business uncovered current systems challenges specifically within the Shop Floor Management, Reporting, CRM, and Gross Profit Management disciplines. Multiple software systems silos resulted in double entry, human error and too much bandwidth in getting to the root cause of problems. Even worse, the amount of paper being generated on a monthly basis by existing systems was becoming burdensome.

To overcome these challenges, NCT recognized the need for an Enterprise Resource Planning (ERP) solution to enhance all of the company's processes.

Getting Business Specific

Various employees in the company have previously worked with other ERP software, so the search began with systems they had experience with. "After reviewing almost every ERP on the market, we selected one but not before the ERP vendor agreed to a 90 day money back guarantee caveat. Thank goodness we did, as it did not take long for us to recognize it did not meet expected needs. We returned the software on the 58th day and re-claimed our investment."

Upon re-launching their ERP investigation, to their surprise, NCT uncovered an alternative they had not considered previously called VISUAL ERP.

After months of VISUAL presentations and numerous discussions with New England customers, their curiosity towards VISUAL grew. NCT became so confident with Synergy's reputation, expertise and capabilities, a 'money-back guarantee' was not deemed necessary.

"We are excited to start using a software that will integrate all aspects of the business, reduce paper retention, and give our business the tools in line with industry best practices and therefore managing our business better."

NCT is anticipating significant improvements in productivity, scheduling, and quality control as well as the ability to access needed information via the Internet, anywhere at any time.

"Synergy provided us the right solution for our specific needs towards providing higher-quality products worldwide to customers.

We can now manage our entire business within one software application, and be able to follow orders without having to walk out on the floor. We spend at least 20 hours per week searching for decisional data – to have this in one application will be a huge time saver, and we'll have the ability to track & manage the business with less effort. We've always been efficient at turning orders around within 48 hours, now we will have a system that will creates efficiencies in all other areas of the business, enabling us to grow even further."

SYNERGY
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