

# SYNERGY CASE STUDY



**KNOX MACHINE**  
COMPANY  
PRECISION MACHINING FOR INDUSTRY

*KNOX MACHINE RUNS SMOOTHER WITH  
SYNERGY RESOURCES AND INFOR VISUAL*

## ABOUT THE COMPANY

Knox Machine Company is a manufacturer and strategic supplier of precision machined parts, mechanical sub-assemblies, and pre-packaged component kits. For over 30 years, Knox Machine has been providing all facets of industry with high-quality close tolerance machining and superior customer service.

Company: **Knox Machine Company**

Address: **936 Eastern Road, Warren, Maine 04864**

Website: [www.knoxmachine.com](http://www.knoxmachine.com)

Industry: **Precision machined parts**

## Challenges

**Jon Maxcy is President of Knox Machine Company** in Warren, Maine. Jon described the challenges that prompted the company to seek a new technology solution in 2014.

Jon explained that Knox Machine had created its own homegrown software system in the 1980s. However, the system's lack of an automated scheduling feature was limiting Knox Machine from growing as a company. "We couldn't keep going that way," said Jon. "It was very labor intensive to get anything out the door. Every job was hand-written. It was a person's full-time job to just maintain the magnet board that we used for scheduling. The magnet board looked nice but it was often incorrect," commented Jon.

Jon's search for a comprehensive ERP solution led to [Infor VISUAL](#), an end-to-end solution that assists order driven manufacturing companies like Knox Machine maintain a competitive advantage by helping to deliver more jobs accurately and on-time. Infor VISUAL was presented to Knox Machine by Synergy Resources, the nation's leading Infor reseller.

"We demoed a number of different companies' solutions and Infor VISUAL was the best fit," recalled Jon. "Infor VISUAL was more advanced than the lower-end job shop and machine shop software solutions. We particularly liked Infor VISUAL's scheduling features which looked like something that would work well for our company," he said.

Jon emphasized that Synergy Resources' solution included more than software. "Synergy Resources offered, by far, the best option to us because of their implementation methodology," said Jon. "We didn't just need to find a software solution to fit our business. We knew that we needed to change how we ran the business."

## Results

Synergy Resources spent six months diligently working on the Infor VISUAL implementation project at Knox Machine. Since the project's completion in June, 2015 Knox Machine has benefited from using a single integrated ERP solution. In particular, VISUAL's scheduling system has empowered Knox Machine to free up overhead, maximize its resources and deliver more jobs on time.

"Scheduling is a big one. It's opened up a lot of opportunities because we have a clearer picture. It's helped dramatically," said Jon.

Importantly, Synergy Resources' [SmartViews](#) solution is ingeniously used to display Infor VISUAL's scheduling information on Knox Machine's shop floor. "From the shop foreman to the quality department, everybody has their own personalized SmartViews display that's tied to their schedule," explained Jon. "It's almost like a 'Taco Bell' board. The job at the top is the first job to be worked on and that's for each resource whether it's quality control or one of the CNC machines. It's a huge time saver!"

Jon continued. "Before, the shop foreman would have multiple meetings per day with the person who ran the schedule to determine what's next on that machine. Now it's self-serve. The machinist can just look at the screen: 'Okay, that's my next job.'"

Infor VISUAL and SmartViews provide more visibility on what's coming next. "We can make a priority call: even if this one's not due right now we're not going to impact other parts by running these together," observed Jon. "We're able to put like jobs together so we're able to save a lot by not having to set up twice. We tried to do that before but we didn't have the visibility to make it happen. Now we do."

Jon commented on Knox Machine's relationship with Synergy Resources. "Synergy Resources is a great company to work with. They really care about your success and want you to succeed," said Jon.

Jon summed up his impressions of Infor VISUAL. "Infor VISUAL is a great solution for the whole shop. It ties everything together. It works excellent for us. Using Infor VISUAL, we are confident that Knox Machine can reliably deliver high-quality precision machined parts, mechanical sub-assemblies, and pre-packaged component kits to our customers all over the world."

**"Infor VISUAL is a great solution for  
the whole shop..." - Jon Maxcy, President**