



## Customer Success Story

# Craft Company Stays Focused on Bringing Creative Visions to Life!

*CompuTek Consulting helps Delta Creative achieve the "fastest month-end"*

### CUSTOMER PROFILE

Delta Creative, Inc. is focused on innovation, quality and service. Their products epitomize brilliant innovation, convenience and quality. That is what has made them the dominant force in the premium paint and craft industry for almost 50 years.

They combine manufacturing and packaging expertise with innovation, superior product development and optimum global sourcing to partner with premium arts and crafts outlets in bringing customers products that they fall in love with.

Some of Delta Creative's esteemed partners include Michaels, Petersen Arne, Walmart and Notions Marketing.

### THE CHALLENGE

As hobby craft shops grew in popularity, Delta Creative grasped the opportunity to expand in two rapidly growing markets: the kids activity segment and the dress up play market.

As a result, manufacturing and shipping operations grew, requiring their computer business systems to be available day and night to meet both the growing demand and expanded hours of operation.

Enterprise Resource Planning (ERP) business application systems are the core back-bone for the inventory, ordering, shipping and accounting of all products offered by the company. Delta Creative is using the IBM i based PRMS system.

As Delta Creative's product suite grew, along with number of customer orders placed and shipped, more

and more transactions were being processed by the ERP system.

When it came time to execute month-end processing, the computer system was unavailable for other tasks for longer periods of time.

Betty Chadwick, corporate IT Manager for the company stated:



*"The time it took to run our month-end was becoming an issue. The downtime to our Customer Service and Shipping Departments was beginning to negatively impact our ability to ship orders as scheduled."*

The organization quickly put a team in place to streamline operations before and during the month-end, which included finding a solution to reduce the computer system downtime.

### THE SOLUTION

Betty Chadwick began asking colleagues within the PRMS ERP systems community to recommend the best firm to help them streamline their month-end applications. *"And the name that kept coming up time and again was CompuTek Consulting."*

CompuTek Consulting is an experienced team of IBM i platform PRMS experts. For more than 20 years they have successfully helped numerous manufacturing and distribution operations implement, upgrade and customize their ERP application systems.



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*"We looked at other firms," says Chadwick, "but CompuTek Consulting had a great track record of helping companies in our same situation. They knew the application we were running inside-out. And I was very impressed with their methodology."*

The first step that Emily Lima, President of CompuTek Consulting, and her team took was to facilitate a review of the current month-end process, and which PRMS modules were currently being executed. They confirmed accounting objectives, and put together a proposal to reduce current system downtime.



Chadwick commented *"Through CompuTek's understanding of our systems, and their seasoned analysts, they quickly proposed a solution that would reduce our month-end downtime by 50%. That was huge!"*

Betty Chadwick discussed the CompuTek proposal with the heads of the accounting and operations teams, and they were thrilled. CompuTek Consulting committed the resources to get the project underway immediately.

CompuTek's solution included automating the execution of PRMS month-end modules, eliminating the need entirely for a person to request each modular close. Their flexible solution included a maintainable schedule of what modules would be closed and when.

In addition, the CompuTek team enhanced specific PRMS month-end applications to perform only the needed functions for close, and those not critical to the close were split and scheduled for batch execution during other times not impacting system uptime.

Revised month-end procedures and application enhancements were thoroughly documented by CompuTek Consulting into a knowledgebase that key PRMS users at Delta Creative could easily understand.

*"The CompuTek team is an excellent, cost effective, and dependable choice for our company's programming needs. I am constantly impressed with their level of skill, detailed documentation, and overall quality of service."* says Betty Chadwick

Thorough unit testing of all application enhancements were completed by senior CompuTek analysts. Within a short period of time, the new month-end processing was ready.

Everyone waited in anticipation of the next production systems month-end period. When the time arrived, CompuTek monitored the Delta Creative systems to ensure a smooth PRMS month-end. To everyone's delight, the process ran without incident, and reduced system downtime by 70%!

*"Are we impressed with CompuTek Consulting?," says Betty Chadwick. "Absolutely! Not only did they meet their proposed reduction in system downtime, they beat it by another 20%."*

### **BUSINESS BENEFITS**

The changes proposed and implemented by CompuTek Consulting resulted in a system downtime reduction of 70%, freeing the ERP system for Customer Service and Shipping processing an additional 4 hours each month-end day.

This translated into an average of 30 new customer orders being placed, 24 outbound customer shipments completed, and higher levels of customer satisfaction.

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