



Symetrics Industries, LLC

Symetrics Industries Becomes First Adopter of Epicor 9, Providing Data Accuracy, Availability throughout Intricate Aerospace and Defense (A&D) Manufacturing Enterprise

Company Facts

- Location: Melbourne, FL
- Industry: Aerospace & Defense
- Number of Employees: 140
- Web site: www.symetrics.com



“Our Epicor 9 system brings together information from all aspects of our business to provide ‘one version of the truth,’ via one set of data.”

Peter Volkert, Director of Operations | Symetrics Industries, LLC

As a full-rate production facility providing reliable, high-quality electronic manufacturing services and solutions, Symetrics Industries is an AS9100/ISO 9001-2000 registered company that designs, manufactures and tests aerospace and defense (A&D) systems for both the U.S. government and other governments around the world. Its countermeasure systems recognize incoming rocket threats, such as shoulder-fired Stinger missiles, and direct them safely away. Symetrics’ customers include the U.S. Department of Defense as well as prime contractors in the military and A&D industries that support improved situational awareness through digital communications.

As a member of the A&D manufacturing industry, Symetrics must identify, consider and respond to a new set of challenges every day. Change is a given; responding with the right tools and services to out-maneuver competitors is essential. Processes must be easily adaptable to accommodate new designs, materials and manufacturing technologies. Additionally, traceability is a key factor in the industry, which is characterized by strict product quality and safety guidelines.

To improve its competitive position, support future growth, and further the ability to provide aerospace-grade quality assurance and customer-centered service processes, Symetrics sought to upgrade their ERP-based manufacturing system, automating and streamlining operations while improving data flow. In November 2008, Symetrics replaced their existing Epicor solution to become the first customer live on Epicor’s newest platform, Epicor 9.

Success Highlights

Challenges and Opportunities

- To deploy a new enterprise resource planning (ERP) manufacturing system to automate and streamline operations and improve data flow throughout the organization

Epicor Solution and Services

- A new end-to-end solution providing support for manufacturing processes from proposal to delivery and beyond, including invoicing/ collection, HR and payroll

Benefits

- Improved cycle time and quality processes while reducing manual labor
- Increased operational (manufacturing data) visibility and forecasting, improving customer responsiveness
- Upgraded system supports company growth without adding headcount

Epicor 9 combines Web 2.0 concepts with Epicor True SOA™, an adaptable and collaborative business architecture that satisfies the needs of any enterprise regardless of country, industry or access device, making “business without barriers” possible. The solution’s end-to-end features provide a dynamic user experience and real-time, in-context business insight. Epicor 9 is delivered ‘out-of-the-box’ with built-in workflow processes that enable manufacturers to manage the entire order cycle: from marketing and sales through production, planning, sourcing and procurement, to installation, service, and finally financial recognition. It also offers a range of supply chain management and distribution capabilities, delivered within a single business platform. Built on the second generation service-oriented architecture, Epicor Internet Component Environment (ICE) 2.0, Epicor 9 enables continuous performance initiatives, real-time connectivity between supply chain applications and partners, and greater business agility.

Epicor 9: A Foundation for Operational Improvement

Providing a firm foundation for continuous improvement and operational agility, Epicor 9 has helped Symetrics streamline operations, improve cycle time and reduce errors, while improving its on-time delivery record with best-in-class responsiveness, flexibility and dependability. Through the use of Epicor 9, Peter Volkert, director of operations for Symetrics said the company also has improved its operational visibility and forecasting ability. “Every user on the Epicor system –from shop floor to top floor–now has the ability to see exactly where the product is in each stage of production,” explained Volkert. “Better information and more consistent information means fewer mistakes and less wasted time, money and material.”

What’s more, in terms of on-time delivery, the Epicor 9 system has enabled Symetrics to achieve an enviable near-100 percent track record.

Reducing Headcount while Maintaining Growth

Epicor 9 also has helped Symetrics stay lean and mean by eliminating the need to add headcount. While revenues have risen 67 percent since 2005, in manufacturing, Symetrics has actually reduced headcount. Meanwhile, the company’s finance department continues to handle a \$50 million business with only three full-time employees, including the CFO plus one part-time employee.

An Award-Winning Company

Symetrics success has also been validated by a number of recent awards. In November 2008, Symetrics was named Manufacturer of the Year by the State of Florida in the small manufacturer category. Additionally, the local Melbourne-Palm Bay Area Chamber of Commerce honored the company by giving it a “Best Business Award” for the second consecutive year. And the Cocoa Beach Area Chamber of Commerce also awarded Symetrics a “Business of the Year” award for excellence in technical manufacturing. The company anticipates Epicor 9 to be yet another reason for recognition.

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



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