

CUSTOMER CASE STUDY: THERMEX

Sage Enterprise

helps heat transfer products manufacturer keep a move ahead



sage

Enterprise Solutions

Client profile

Heat transfer products manufactured and supplied by Thermex are to be found in the automotive, marine, hydraulic and mining industries the world over. For over 20 years, Thermex has been producing components which are used today in diverse applications such as London buses, JCB excavators and Hyundai geological survey ships. Many Thermex products must operate in extreme conditions.

Thermex has built its success over the last two decades on a winning combination of advanced technology, top-quality products, competitive pricing and a continuous commitment to customer service. As well as offering standard products, the Redditch-based company has a design and development department with test facilities to design products to customers' specific requirements.

"Sage Enterprise is fundamentally important in our drive towards total customer satisfaction."

Paul Northover,
General Manager, Thermex

The challenge

To retain its competitive advantage, Thermex needs to be able to offer a fast turnaround. It holds a large number of finished products and components in stock, enabling standard products to be despatched typically within a day or two of ordering.

The company looked for a replacement to its existing Sage system to support the business in its drive to providing fast, high-

quality service. Management decided to investigate the marketplace for fully featured and integrated ERP software. Realising the imperative of the internet for business, they also wanted a system that would bring all the benefits of eMail and the web and give them room for future expansion into full eCommerce.

A long-term Sage user, Thermex took the opportunity to make a seamless upgrade to a Sage Enterprise solution.



Solution summary

Sage software:	Sage Enterprise – Finance/Distribution/Manufacturing modules
Operating system:	Microsoft® Small Business Server with NT Server 4
Database:	Microsoft® SQL Server 7
Hardware:	Customer's own (Intel-based)
No. of users:	16

The solution

The resulting Sage Enterprise solution purchased by Thermex is built around Microsoft Small Business Server V4.5 which incorporates NT Server 4 and the SQL Server 7 database.



For enhanced performance and fault tolerance, 100BASE-2 Ethernet cabling and a Mitsubishi Dual Processor fileserver with a RAID array have also been installed. Thermex personnel were already gaining desktop productivity benefits from Microsoft Office and were happy with the Windows environment. The solution incorporates a graphical front end to the system.

The benefits

With the implementation of the Sage Enterprise solution, Thermex now enjoys vastly shortened processing times, as well as full analysis and control over the manufacturing process. Integrated transaction processing is in place and Sage Enterprise ensures euro compliance.

A significant benefit is the easy access to all underlying data in SQL tables through desktop Microsoft applications – drill-down and drill-around analysis and simultaneous access to multiple ledgers or enquiries – all in an intuitive graphical environment running alongside standard desktop applications.

Thermex Production Controller James Tidy comments enthusiastically, “Sage Enterprise on Windows is so easy to use. Having come to the system as a novice user, I really appreciate the Graphical User Interface and the way I can easily cut and paste information from other Windows applications for further analysis.” He adds, “It made picking up the system very quick as I was familiar with the Windows interface.”

He also makes extensive use of the in-built links between native Sage Enterprise data and Microsoft desktop applications such as Excel and Word, explaining, “I find Sage Enterprise very strong in manufacturing, and the open data structure allows me to produce shop-floor predictions very easily in whichever application best suits my particular requirement.”

Meanwhile the salesforce benefits from a third-party sales and marketing application, which seamlessly interfaces with Sage Enterprise and Microsoft desktop applications. The application supports activities such as proactively reaching out to new customers, producing quotations and enabling Sales Director Phil Ward to stay in touch with head office as he travels the globe, through its database synchronisation tool.



The future

Thermex hopes to implement the added internet functionality that Microsoft Small Business Server brings. Microsoft Exchange Server will be configured to handle internal and external eMail and to allow individual and group calendar scheduling.

With Proxy Server, Thermex will also enjoy shared web access to allow members to surf the internet for technological research and to explore new markets.

Thermex are also investigating placing their catalogue of parts on the company website and may take advantage of the Sage Enterprise Internet Order Taking Application to enable their customers across the world to place orders directly on Sage Enterprise round the clock, all year round.



For more details on the solution provided for Thermex, please contact Sage Enterprise Solutions.

Telephone 0845 600 5999 (UK only) or +44 (0) 118 927 0100.



Enterprise Solutions

active support for business

Sage Enterprise Solutions Limited

Sage House
Wharfedale Road
Winnersh
Wokingham
Berkshire
RG41 5RD
United Kingdom

Telephone: +44 (0) 118 927 0100
Facsimile: +44 (0) 118 944 9278
Email: sesinfo@sage.com
Web: www.sage.com/ses

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