



PROJECT BRIEFING

MANAGEMENT INFORMATION SYSTEMS

"A multidisciplinary team worked together to evaluate, flowchart, and dissect our processes. Every step of our process was questioned. The Transcontinental staff provided the direct mail industry acumen, and ESPI staff brought their expertise in ERP and a fresh external perspective."

Vice President Direct Mail Operations,
Eastern USA
Transcontinental Direct U.S.A.

Project work completed in partnership with Ben Franklin Technology Partners of Northeastern Pennsylvania and the Enterprise Systems Center of Lehigh University.

PROJECT SUMMARY

Transcontinental Direct U.S.A., a direct mailing business, partnered with personnel from Enterprise Systems Partners, Inc. (ESPI) to streamline business processes and to identify strategic information system requirements.

PROJECT DESCRIPTION

The project team developed flow charts of "As-Is" business processes from opportunity to remittance. This was accomplished through interviews and brain storming sessions. Opportunities for improvements in these processes were simultaneously documented and short-term improvements were enacted.




The primary focus of this project was on improving manufacturing planning and scheduling. In analyzing production planning and plan attainment, the team studied the foundation data needed to provide the means for better production scheduling. The team identified that the lack of a company-wide integrated system was resulting in significant non-value added operations throughout order processing and fulfillment. The team agreed to resolve this strategic problem rather than only identifying and implementing marginal improvements to the existing processes.

The team developed a "To-Be" business process and identified key features of an Enterprise Resource Planning (ERP) System to support these. Preliminary structures for important data such as Bill of Materials, Item Master, Part Numbering, Job Number, Routings, Operation Codes were developed. A detailed Request For Proposal was developed. ERP vendors were then contacted to conduct customized demonstrations using sample process documentation and data.

Transcontinental identified an ERP system and a compatible Advanced Planning System (APS) as the best combination to serve their requirements. Implementation support by ESPI personnel was provided at the onset of implementation.

Throughout this project Transcontinental re-engineered their business processes. Detailed flow charts provided good documentation of these business processes. Implementation of the ERP-APS system allowed Transcontinental to provide improved customer service while minimizing their operating costs. With these new tools, Transcontinental is now prepared to operate in an integrated multi-plant and multi-location environment providing world-class service to their customers.

RESULTS

-  Documentation of Business Processes
-  Streamlined Business Processes
-  Selection of an ERP APS System

