



CUSTOMER CASE STUDY

SPINDEX INDUSTRIES LIMITED



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**Nicholas Tan, Group Managing Director
Spindex Industries Limited**





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QAD Q-SCAN ASSESSMENT PROVIDES INSIGHT INTO THE BENEFITS OF UPGRADING AN AGING ERP SOLUTION

HIGHLIGHTS	
Company	Spindex Industries Limited
Headquarters	Singapore
Industry	Industrial
Products	Fabricated Metal Products for image and printing, automotive, machinery, consumer and lifestyle industries
Solutions Utilized	QAD Q-Scan



THE COMPANY: SPINDEX INDUSTRIES LIMITED

Spindex Industries Limited provides precision-machined components to customers in the domestic appliances, consumer electronics, data storage, automotive systems, machinery, telecommunications and imaging and printing industries. Founded as a one-man shop in 1981, the company has since expanded to more than 1,600 employees in multiple facilities—one each in Malaysia, Vietnam and Singapore, and two in China. The company culture is strongly focused on customer satisfaction and continuous improvement.

THE CHALLENGE: OUTDATED SYSTEM NO LONGER ADDRESSING THE NEEDS OF A GROWING MANUFACTURER

Although Spindex had been using their existing ERP solution on premise for many years, they had never updated it because it was highly customized. The vendors supplying the hardware and operating system no longer supported the products because they were so old, and Spindex realized they needed more features in their business software.



“We started our search for a new ERP system because the hardware and operating systems were no longer supported,” stated Nicholas Tan, Group Managing Director, Spindex. “We also recognized that we needed to assess our entire software ecosystem, including our existing ERP solution. It was out of date and no longer addressing all the needs of the company.”

“We decided to search broadly and look at various ERP vendors as part of the process.”

“Initially, QAD was not on the shortlist of ERP vendors during this search, because the other vendors seemed more able to accommodate all of our existing customizations. But we soon realized that with these other ERP solutions, we would only be upgrading our current system and not adding any additional functionality. We would not be addressing any of the pain points of our users.”



THE SOLUTION: SPINDEX ENGAGES QAD FOR A Q-SCAN TO EVALUATE OPPORTUNITIES FOR BUSINESS PROCESS IMPROVEMENTS

At this point, Spindex engaged QAD to perform a Q-Scan, a proprietary review and analysis of a company’s entire business to identify problems and ways they can improve their business.

When the QAD consulting team returned with their findings, Spindex was surprised at how well the QAD team understood their business, as well as how much of the available QAD functionality they were not using. They also recognized that many of their business practices had evolved over time, and they were not always using current best practices.

“The other vendors knew their software well, and they could show how to make it do anything we asked of it. But QAD took the time to understand our business and showed us how the software could help us improve. It was a subtle difference in approach, but it made all the difference.”

“While the other vendors talked about their products’ infinite configurability, they didn’t know how to apply it to solve our problems,” said Tan. “QAD understood our needs and how to use the QAD product to meet those needs.”

Spindex decided to move forward with an upgrade of their QAD ERP solution. To provide consistency among the four manufacturing sites, QAD recommended a phased process beginning with the implementation of the core model.

Spindex began the rollout with their facilities in Malaysia and Singapore, followed by Vietnam and finally, two sites in China. Upgrading with a phased approach allowed for consistency in the process and time to train users on the additional features within the system that they were not previously using.

INCREASED
VISIBILITY

IMPROVED
TRACEABILITY

CONSOLIDATION
CREATING CENTRALIZED IT TEAM

THE BENEFITS: UPGRADED QAD SOLUTION PROVIDES BETTER VISIBILITY INTO INVENTORY AND IMPROVED TRACEABILITY

Spindex has been enthusiastic about QAD’s ability to provide better visibility of inventory, Work in Process (WIP) and shop floor activities as well as traceability.

“If I had to summarize, the biggest benefit for us has been the increased visibility into our systems,” comments Tan. “Before, once a product went into production or the MRB (Material Review Board) area, we lost visibility. It was like being blindfolded. Now we can see each of these processes and it has allowed us to better plan and reduce the inventory of the organization as a whole.”

The upgraded solution and the additional functionality Spindex is now utilizing provides better traceability, so it knows where its materials are at all times, even during complex production processes or while waiting for quality disposition. The increased visibility has also allowed them to improve their scheduling processes and provides more predictability about order completion dates.

Spindex has also been able to consolidate IT into a centralized team rather than a separate IT group at each facility. This has helped by allowing them to create core models that represent the company's best practices and preferred methods, and the centralized team is able to ensure the systems are implemented locally in a way that supports the core model. This change helped to streamline operations and further improve visibility.

Given its focus on continuous improvement, Spindex plans to invite QAD in for a few more Q-Scans to look at specific business areas and to ensure that all users are educated on the software and best practices.

“The thing that really sealed the deal for us with QAD and the decision to upgrade, was their ability to understand our pain points and provide solutions to those pain points. In the past, many of our users simply used the system the way they were trained without realizing the other functionalities available,” concludes Tan.

“Now, with the training and open communication, we will be able to make informed decisions to our business processes and best practices to implement as well.”

