

MANUFACTURING – Manufacturing Resource Planning & Handheld Solutions

Overview

Charlotte-based Service Thread Manufacturing Company is a premium manufacturer of industrial yarns and sewing threads, converted multifilament yarns, and engineered specialty textile products, including a variety of fiber types such as polyester, polypropylene, nylon, Kevlar and other synthetic blends.



Business Needs

Service Thread required better systems to remain competitive in the market place. In addition, the company's expansion of its consigned warehouse business called for a system that could protect against erroneous product shipments. Shipping an incorrect product could generate extremely serious consequences for the customer's usage. Service Thread had already been successful in incorporating barcode technology for sales order fulfillment. The barcode technology used for their original system was the best that was available at the time, but this system needed to be updated and customized to meet their current needs. The challenge was that the system ran on a proprietary platform and was not easily expandable.



Strategy

Logical Advantage based the new Service Thread Manufacturing Resource Planning system on an existing Microsoft Dynamics Great Plains® ERP system, along with a custom-developed portal and handheld application. All of the integrations to Microsoft Dynamics Great Plains® ERP system were done through a new web service built by Microsoft for the Dynamics Great Plains® product, and we were one of the first Microsoft customers to use the product. Architecturally, the web service is the preferred method of integration with Great Plains® since all of the logic can be abstracted and encapsulated, and since Microsoft is unable to violate any of the business rules of the accounting and ERP system. The newer .NET® technology utilized in the handheld solution enabled Logical Advantage to develop a smarter application more rapidly, and with more supportable results.

Benefits

The new ERP/Manufacturing system is helping to establish Service Thread as the industry leader in their target markets. This competitive advantage encompasses a broad range of benefits, including improved customer service, quality, operations, accounting, and a more supportable and maintainable system. Service Thread had an existing manufacturing system that was integrated with Microsoft Dynamics Great Plains® ERP accounting system, but the data was held in two separate systems. By leveraging their investment in their ERP system, they were able to replace their third party manufacturing system with a custom-developed system tailored to their specific needs. Today, Service Thread has one system of record, which makes analyzing and tracking data much more efficient. The data in their ERP system had been difficult to obtain, but now their portal enables customers and employees to access the information they need to do their job more efficiently. This system enhancement has completely changed the way Service Thread conducts business and has positively affected every department in their organization.

About Logical Advantage

Logical Advantage is an award-winning, full-service Information Technology consulting and application outsourcing company. We are dedicated to providing high-quality, cost-effective custom software development and consulting services. We specialize in mastering complex business challenges, delivering mission critical solutions backed by our deep expertise and proficiency in Microsoft® technologies.