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Manufacturers Worldwide Choose Eagle's Automated Data Collection Solution  
Available in On Premise, Cloud or Blended Deployment

## Case Study



### About the Company

Nexteer Automotive (<http://www.nexteer.com/>) is a global leader in advanced steering and driveline systems. In-house product development and full integration of hardware, software and electronics give Nexteer an unmatched competitive advantage as a full-service supplier.

Nexteer's vision is to be a leader in intuitive motion control — leveraging strengths in advanced steering and driveline systems. Nexteer maintains product focus on electric power steering (EPS), a socially responsible technology that offers automakers increased fuel economy and reduced emissions. Nexteer Automotive has put more than 30 million EPS units on the road since 1999, saving more than 3.0 billion gallons of fuel.

With Global Headquarters in Saginaw, Michigan, Nexteer Automotive employs a highly skilled workforce and operates 21 manufacturing plants, five application engineering centers, ten customer support centers, three vehicle performance centers and one system engineering center, all strategically located around the globe.

### The Challenge

For 30 years, Nexteer ran its operation with a legacy ERP system and manual data collection procedures. However, internal and external forces dictated that better systems were needed if they were going to achieve their ever-expanding goals.

## **CHALLENGES FROM WITHIN**

Internally the company has been significantly expanding the number of its plants around the world and, at the same time, building an increasingly sophisticated product.

## **CHALLENGES FROM OUTSIDE**

At the same time, the requirements of Nexteer's customers have become tighter and tougher. When the automakers faced severe financial problems in the 2008-2010 period, one of the ways they cut expenses was to reduce the amount of parts they had on hand at any given moment. While *Just In Time* might once have meant getting product to the automaker five or even ten days prior to its use on the line, that requirement shrank to two days, one day or even a matter of hours. While it's always been essential to get the *right* product to the line, it became essential to get it there faster than ever.

The combination of tighter requirements, aggressive growth plans and an increasingly sophisticated product line dictated a long look at all aspects of their operation and processes. The company concluded that they needed a new enterprise system, and an Automated Data Collection (ADC) solution that would ensure that the data the new system used was both accurate and timely. In 2013, Nexteer began the transition to the Eagle-QAD solution.

"We were doing a whole lot of manual counting," said Lou Ochoa, PC&L Manager. "Prior to the implementation of Eagle and QAD, shipping was the only internal process that used scanning."

"In our business," Ochoa continued, "the single biggest risk is shipping the wrong product or shipping it late. If a customer ever had to shut down a line, the consequences for us would be severe. So we used scanning in the shipping area even before Eagle and QAD. With Eagle and QAD, the level of validation and its integration with data from other parts of the operation is maintained with accurate and real-time information."

## **Why Eagle?**

According to Lou Ochoa, "Eagle was chosen because of their seamless integration with QAD and the consistent validation process, along with their significant global customer base. Other solutions required the use of Qxtend or an external server and could not deliver the kind of response time and real-time information available from Eagle."

In addition, according to Ochoa, "Eagle gives us a great deal of flexibility, and with five plants in Mexico scheduled for the initial rollout, we also benefit from the ability to use Eagle in both Spanish and English."

Like most Eagle customers, Nexteer had three key factors in mind when choosing Eagle:

1. Fault-proof accuracy
2. Real-time information
3. Eagle's proven ability — over many years and around the world — to integrate seamlessly with QAD.

## Results and Benefits

Lou Ochoa summarized some of the key results and benefits he sees as follows:

- Eagle is very **user friendly** and **adaptable** to many different locations, environments and sites
- Eagle's **multi-language** capabilities mean users can choose what language they'd like to use; in our recent case, that was English or Spanish
- Eagle utilizes the same **security** as QAD, so it streamlines and simplified the User ID set up process
- Eagle has been able to adapt **standard transactions** to meet all Nexteer requirements. This applies to cell logic, labeling formats, receiving requirements, inventory movements, skip lot logic, etc.

Some of the specific processes that have benefited from the use of Eagle include:

- **Receiving** process — Before the Eagle implementation, Receiving meant manually keying information on a packing slip and trying to verify. Today, Eagle makes it possible to scan the actual packages coming in the door, verifying physical receipt of the material.
- **Shipping** process — Eagle ensures the accuracy of labeling customer material and loading the correct material on the appropriate trucks/shipments. That means users can accurately populate the shipper/BOL and generate a correct ASN. In addition to using Eagle for shipping in the manufacturing plants, Eagle is also used for shipping in the distribution centers.
- **Data Gathering** — Nexteer can now gather data with multiple devices, everything from forklift terminals to wireless handheld scanners and PC's. Eagle's approach also allows the workload to be distributed among several users.

- **Inventory moves** — Using Eagle gives us an efficient process for moving inventory between locations, which then allows greater visibility into real-time inventory balances throughout the value stream.

A last word from Lou Ochoa: "There is no question that Eagle does the technology right. But what really matters is their ability to help us use that technology to achieve our business goals. That meant understanding our environment (which they do) and being able to help us continue to grow with the assurance that our systems will support that growth tomorrow and into the future."

## The Future

At this time, the implementation has been completed at five plants in Mexico, with 11 US plants in progress.

An important focus for the future is the ability to move toward reliance on cycle counts rather than annual physical inventory.

## About Eagle

Eagle Consulting & Development is the leading provider of portable wireless technology solutions for users of QAD Enterprise Applications worldwide. Eagle's product, RF Express™ for QAD Enterprise Applications, provides functionality for fault-proof, real-time automated data collection and bar coding at the single site or multinational level enabling manufacturers to achieve their data accuracy, inventory accuracy, labor cost and efficiency goals. Over 800 QAD customers at 3,000+ sites around the world have chosen Eagle to meet their automated data collection needs.

RF Express™ for QAD Enterprise Applications is available for on premise, cloud or blended deployment.

For more information, visit [www.eaglecondev.com](http://www.eaglecondev.com) or contact Bill Paone at +1.973-838-5006 ext 119. RF Express™ for QAD Enterprise Applications is a trademark of Eagle Consulting & Development.

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