

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

Case Study



About the Company

Service Wire is an independently owned business – and has been for over 40 years. We are committed to producing the finest quality product, made in the USA, while providing quick and reliable service to the electrical distribution markets.

An ISO 9001:2000 certified manufacturer, we have manufacturing, factory warehouses and sales offices in Culloden, West Virginia; Houston, Texas; and Phoenix, Arizona. These facilities are strategically located to cover the major metro areas with same and next day service

Our nationwide network of distributors and advanced distribution capabilities enables us to meet the often complex needs of clients throughout North America and the world.

Service Wire is a member of the National Association of Electrical Distributors (NAED).

We manufacture:

• Industrial grade building wire	• EnviroPlus®
• multi-conductor industrial tray cables	• pump and irrigation cables
• armored cables	• cathodic protection
• ServicePlex®	• plater wire
• ServiceDrive®	

We serve the following industries:

- Utility
- Pulp and paper
- Automotive
- Mass transit / trolley
- Pump and irrigation
- Refinery
- Petro chemical
- Waste water
- Roadway
- Heavy commercial

Three modern factories produce a broad range of single and multi-conductor products:

- Forty years of field-tested products at major industrial sites across the United States
- Special production runs are made in short lead times, and for low minimum footage quantities
- Our distribution warehouses specialize in same day shipments of wire cut to the lengths you require
- Our emergency service is available around the clock, 365 days a year.

The Challenge

Service Wire went live with QAD in 2007, and their internal team divided their time between phasing out legacy systems, improving existing business systems, and integrating those systems with QAD. With an enterprise system in place, they looked at the challenges they still faced:

- The need for flawlessly accurate, real-time information
- High-velocity order flow
- The increased pace of order processing
- Increased rate of material movement in conjunction with the need to pick by lot/serial control
- The amount of time people spent moving inventory around the building
- The need for a phased plan for years to come: how would they continue to improve, step by step?

Why Eagle?

Service Wire's team spoke with consultants about Automated Data Collection solutions and consistently got the same answer. Eagle was described as "the obvious choice" – the best value proposition, the seamless integration with QAD, and Eagle's long-term proven ability to meet the needs of QAD customers worldwide.

Putting Eagle to Work

Service Wire had clear expectations for deploying the Eagle solution, and felt that Eagle's Consultant / Project Manager added significant value in his ability to help them decide how to "build out" the solution and align their internal processes with their new technology. They knew what was coming, step by step.

The phased roadmap for deployment looked like this:

- **Phase 1 Go-Live:**
 - Material movement
 - Inventory tag design
 - Bar code implementation
- **Phase 1a Post-Go-Live:**
 - Allocation movement
 - Picked quantity movement
 - Reduction / Elimination of duplicate lot/serials
- **Phase 1b:**
 - Distribution order receipts

With a good understanding of the need for change management, the Company brought marketing in to help prepare employees for a new approach to gathering information. According to the Engineering Manager: *"Employees were initially scared to death of the scanners. Fifteen minutes later, they would not give them up."*

Before the go live, literally thousands of scans, moves and tests provided assurance that all would go well.

Results and Benefits

And it did.

Some of the results so far:

- Duplicate inventory report went from >10 reels per week to ~0 per week
- Inventory accuracy improved
- Staff time (keying in relocations) reduced by ~10-15 hours per week
- Fewer footsteps and quicker response
- Granular view of where inventory is (physically) and its status (where in the process of use) improved
- Achieved greater clarity into business processes – providing assurance that the environment could accommodate the influx of technology
- Better utilization of personnel overall
- Ability to perform meaningful cycle count
- Save forklift travel mileage
- Eliminate batch entry transactions
- Ability to track individual reels of wire since each has a unique Lot Number

The Future

With a plan in place at the outset, Service Wire knows exactly what steps are coming next:

Implementation of:

- Purchase order receipts
 - Lot controlled
 - Non-lot controlled (free issue) bulk
- Labor feedback
- Continuous cycle count process
 - Auditing
 - Replacing full year-end inventory
- Sales order picking
- Work order component issue.

According to Seth Weisberg, Senior Vice President of Service Wire, *"All too many software implementations go off the rails, regardless of the planning. These did not. That result was a combination of effort on the part of both Service Wire and Eagle. We had three flawless implementations, which is truly remarkable."*

Bill Paone, Eagle's Executive VP, Sales and Marketing, said, *"If you select the right company with the best ADC Software Solution, as Service Wire did, there is zero risk and you can count on meeting all of your project goals and objectives."*

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 or contact Bill Paone at +1.973-838-5006 ext 119. RF Express™ for QAD Enterprise Applications is a trademark of Eagle Consulting & Development.