

Niagara Fasteners Inc. is a manufacturer and distributor of custom and standard fasteners for the Utility, Nuclear, Mining, Construction and Fabrication Industries. Niagara Fasteners carries a large inventory of bolt blanks, round bar and standard fasteners, in many grades.



**Niagara Fasteners
Picks SyAcc Fully
Integrated ERP
Solution**

Niagara Fasteners was first founded in 1973 and was devoted solely to the distribution of nuts and bolts. As requests for special items outside the standard inventory increased, Niagara Fasteners began manufacturing standard and non-standard bolting. They can now supply 100% Canadian-made bolts, manufactured in their 30,000 square foot premises. Over the years their commitment to quality, service and innovation has gained major clients and projects -- including Ontario Power Generation and the development of low-temperature bolting for heavy construction equipment destined for Siberia.

Used before SyAcc

"It was some sort of canned out of the box system. It had no flexibility", says Ted Neal, General Manager, Niagara Fasteners. "The old system was bought in 1989 when we were 85% distributor and 15% manufacturer. In 2006, when we bought SyAcc, we were 85% manufacturing."

Limitations

Niagara Fasteners' previous system didn't have lot traceability and traces were done manually through the Quality Assurance department. "It was pretty archaic", says Ted. "Any manufacturing instructions put into our Bill of Materials had to be entered into text fields, which involved hundreds of hours of work. SyAcc is far more flexible in manufacturing and is able to track these instructions separately.

What SyAcc could do that the old system didn't

Report Generating....."There was no interface for reporting in the previous system. With Syacc, we've created several reports on our own for our ISO system"

- Dan Higgins
IT Manager

Shipping "When you're dealing in the nuclear industry, everything requires detailed accuracy and has to be traceable, SyAcc allows us to maintain these high standards"

- Ted Neal
General Manager

Quoting – "Previously, Niagara Fasteners had to create their own software for quoting and also create an interface to tie it into their existing system".

- Dan Higgins
IT Manager

Industry

Manufacturer and Distributor of custom and standard fasteners for the Utility, Nuclear, Mining, Construction and Fabrication Industries, located in Niagara Falls, Ontario

The Challenge

- ✓ Multiple divisions
- ✓ Manual data entry
- ✓ Separate, disparate systems
- ✓ Limited visibility
- ✓ Outgrown legacy system
- ✓ Inefficient planning practices
- ✓ Time consuming processes
- ✓ Error-prone systems

Solution & Services

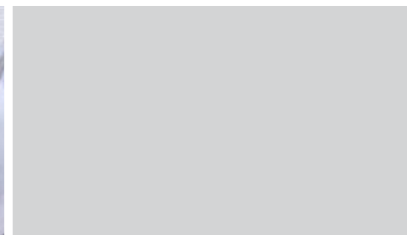
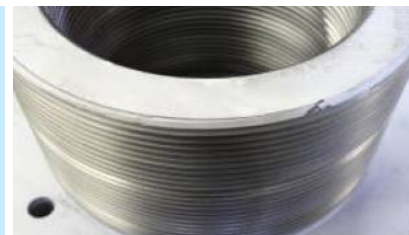
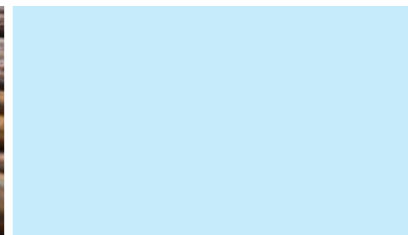
- ✓ Fully integrated
- ✓ Scalable ERP solution
- ✓ Customizable reports
- ✓ Automated, scheduled reports
- ✓ Integrated CRM
- ✓ Small-business budget

The Benefits

- ✓ Improved visibility into inventory
- ✓ Efficiency in reporting
- ✓ Strengthened planning capabilities
- ✓ Reduced load on IS department
- ✓ Accuracy in bills of material
- ✓ Greater order volume
- ✓ Increased accountability

"We went from 'you have to do it this way in our system' to 'do whatever you want'

- Ted Neal
General Manager



Why SyAcc was chosen

"We liked the ability to customize just about anything. We were so restricted with the old system, I didn't want to get stuck in that loop again where it could be built, but it costs the company far too much to make it cost effective," says Ted. "With Syacc, we found it much more affordable. We went from 'you have to do it this way in our system' to 'do whatever you want, we'll make it work'."

Ability to customize screens – Change the layout, look or feel

Reporting – Create your own reports

Interface with the database - Real time information

Customization – As Syacc is the author of the sversus a reseller, changes can be made efficiently exactly to client specifications.

More visibility – Ability to monitor flow and know what's happening at any time. Monitor costs in real time.

Quicker order processing – Process orders quicker and generate more sales.

Advantage SyAcc

Faster Reporting – "It used to take a month and a half to get a month end report. Now, we get it instantly" says Ted Neal.

Configuration – "A customer may order a specialized part today and not re-order until years later. With Syacc's configuration, we can update the material and labour costs at the time of order entry to represent today's figures," says Dan Higgins.

Customization of standard work orders to meet unique company needs – "We were able to use Syacc's standard work order module to create an inspection process that would allow us to take a product from stock, have it undergo the stringent nuclear inspection process (INS) and be able to trace this process to make it acceptable for the nuclear industry," Says Ted Neal.

Customer Support – "By far the greatest advantage has been the level of support that we receive. When I call SyAcc I speak to a human being, and they usually help me sort out my issues within minutes or hours, not days" Says Dan Higgins.

