

# Raphael Industries Improves Accuracy & Efficiency with BT Partners and SYSPRO

Industry	Clients Since	Solution
Manufacturing, Medical, Equipment Components	2013	SYSPRO ERP and Managed IT Services

“BT Partners not only took the time and effort to really understand our business needs, but they demonstrated in multiple sessions how SYSPRO could be our solution. A bonus was the ability for BT Partners to be a source for hardware, IT and server support.”



Laura Windstein  
Vice President, Raphael Industries

Raphael Industries, based in West Allis, Wisconsin, is comprised of two divisions, the largest of which remanufactures complex equipment components for a variety of original equipment manufacturers (OEMs) in the medical industry. A second Raphael division powder coats and paints short run and small batches with a focus on coating lead-based components. Raphael, which employs more than 50 people, also has the capabilities and staff to provide solutions for developing both new components and improvements to existing products. Laura Windstein, a Vice President at Raphael, was responsible for the identification and implementation of a new Enterprise Resource Planning (ERP) software to facilitate operations, including order and inventory tracking, as its prior system was unable to keep pace with Windows operating system updates and was so highly customized that the software would require substantial expenses to upgrade.

## Solution

Laura and her team evaluated a number of ERP systems including SYSPRO, Epicor, Infor, NetSuite, and Workwise. However, they chose SYSPRO because of the software's in-depth functionality, flexibility, and ease-of-use along with BT Partners' in-depth expertise with the software. With SYSPRO's software capability and BT Partners' consulting and creative problem-solving expertise, the solution was tailored to meet some very specific business needs for Raphael. This



included the capability to prevent a pre-identified serial number from being mistakenly disassembled and adding several third party bolt-on packages such as labor data collection and handheld scanner programs. BT Partners was also able to come up with a method to leverage the job specific issues function and a special Crystal report to create a missing parts list. With BT Partners support, Raphael added an updated server with local and offsite backup solutions to protect Raphael's data for ISO standards and disaster recovery planning.

## Results

Raphael currently has 20 licensed users utilizing SYSPRO and Laura says that BT Partners and SYSPRO have been meeting all her expectations while providing "top notch" service to the company. Inventory accuracy has increased by 5-10 percent, end-of-month/year balancing has become straightforward, labor reporting has been significantly streamlined and quoting accuracy has improved. Plus, server back-ups are more clearly managed for improved peace-of-mind.

Previously, Raphael also had no less than three additional databases outside of their ERP system to serve their customers and governmental reporting requirements. With the help of some minimal customization in SYSPRO, they have been able to incorporate data collection and verification databases directly into SYSPRO which allows the information to be consistent, accessible across the company, and easy to report. Additionally, the flexibility of SYSPRO BOM modules is allowing them to populate inventory when processing a disassembly rather than taking components from inventory.