

## Case Study

### About The Company

[A.J. Antunes & Co.](#) is a family-owned and operated manufacturer with over 50 years of history, a large product base and a global reputation for quality.



### Divisions:

- **Roundup Foodservice Equipment** manufactures countertop foodservice equipment
- **Antunes Controls** manufactures OEM electronic controls and air and gas pressure switches
- **VIZION Water Filtration Technologies** manufactures point-of-entry and point-of-use consumable water filtration systems.

### Locations:

- All U.S.A. operations are combined in one manufacturing facility located in **Carol Stream Illinois**, a suburb of Chicago. This facility consists of 114,000 square feet of multi-shift manufacturing space and offices with another 30,000 square feet of planned expansion.
- In July 2003, A.J. Antunes & Co. opened a facility in **Suzhou China**.

### The Challenge

A.J. Antunes has been a QAD customer since 1997. By 2008, they had already been using the software for more than 10 years and decided to go through a due diligence review before committing to the next upgrade.

After user surveys and process reviews were completed, the company projected that QAD would continue to be an appropriate and reliable solution for the foreseeable future. Although the company had always remained current on the software, they recognized that they had not necessarily made the most of the incremental changes available to them.

For that reason, instead of simply implementing QAD 2008, they decided to view it as a brand new install, looking at the big picture and working with QAD to align their projected future with the software functionality available to them. The implementation of QAD 2008 started in November 2008 and had a go-live date of May 4, 2009.

Midway through the implementation – in February 2009 – the company decided that it was essential that they improve inventory accuracy and began moving forward to overhaul their entire inventory system.

One of the key drivers of this decision was the growth of their service parts business. According to Bill Hickey, Executive Vice President at A.J. Antunes, "The service parts business relies on the work centers which become like a 'grocery store.' Even though we were able to maintain production, we couldn't retrieve parts quickly enough for the growing service business. We had only a handful of repetitive work centers or repetitive inventory locations. What we needed was a robust inventory system and a bar code / automated data collection system to support it."

### **The Solution: Why Eagle?**

The company wanted:

1. **A seamless, direct connection to QAD with no middleware.** According to Bill Hickey, one vendor freely admitted that they could not provide a seamless, direct connection to QAD. Another said they could do it but were unable to demonstrate that capability, while Eagle demonstrated clearly and convincingly that the connection worked.

2. **A vendor who had a close relationship with QAD** to ensure that there would be no delays in keeping upgrades of their bar code solution in sync with upgrades to QAD. According to Dave Petzel, IT Team Leader, Eagle's long relationship with QAD, its exclusive commitment to the QAD community and its focus strictly on automated data collection were key in meeting this requirement.
3. **Functionality** Dave Petzel commented that he was pleasantly surprised by the Eagle software. Expecting a "canned," plain vanilla solution, he discovered that the Eagle solution includes what it calls RFvalues tables. These tables include over 2,000 optional changes to the software - without touching the source code. A.J. Antunes has worked with Eagle to refine and enhance the way they use the product from the start of the conference room pilot to the present. Although the RFvalues tables can be key in a multi-site implementation, Petzel felt that multi-site implementations weren't the only ones that could benefit.
4. **Proven ability to support their customers.** With 800+ customers at 3,000 sites around the world, Eagle had no shortage of references, including references outside the United States. The A.J. Antunes plant in China will begin running Eagle as it gets up to speed, and it's important that they be supported.

Last but not least, the confidence and expertise of the Eagle Senior Consultant who demonstrated the software was impressive. It was clear that he was as knowledgeable about the QAD product as he was his own.

### **The Benefits**

The Eagle implementation was quite aggressive: the P.O. was cut in mid-March and the system went live May 4. Step 1 was to re-define the Inventory Locations in the shop, which meant a whole new process of transferring product to Work Centers.

***In this process, A.J. Antunes was able to go from five (5) locations to 815 locations: an enormous improvement in its ability to support the service business.***

Other benefits included:

- Prior to the Eagle implementation, the company used an in-house system for data collection which was estimated at 10% real time. Now they operate at 100% real time. The real-time Eagle RF transactions on the floor replaced many transactions that were previously written down and keyed into QAD later in the day.
- 98% on time delivery – 200 line items a day shipping
- At year end, the company had a fairly significant cycle count. For a couple of very large areas, they used Eagle and bar coding to help them complete the cycle count quickly. Ultimately they want to rely on Eagle for all cycle counting in the future.
- The company is able to use the software on computer terminals – not just handhelds, which they view as a plus.

## **The Future**

The company's goal is to have duplicate manufacturing facilities in Carol Stream and China, both working at full capacity to supply the world with A.J. Antunes & Co. equipment and parts.

At this time, Eagle's product is in use only in Illinois but will ultimately be implemented in China. The China facility grew 25% last year, and continued growth may dictate an implementation as early as next year. However, A.J. Antunes does transact business between China and Illinois using DRP. This functionality (DRP) enables the company to measure on time delivery performance, instead of chasing down orders that may have gone astray.

The Eagle-QAD solution turned out "much better than expected" and met or exceeded the company's expectations.