

CUSTOMER SUCCESS STORY

Hydrapower Systems Ltd.

JobBOSS Brings Data Visibility, Coordination, and New Levels of Efficiency to New Zealand Job Shop

Formed in 1993, Hydrapower Systems Limited is a family-run, independent hydraulic cylinder manufacturer in New Zealand known for quality and precision. Their product range of cost-effective heavy-duty industrial cylinders includes standard and mobile types, servo, mill, press, and high-pressure cylinders – all built to the tightest possible tolerances. The company has 11 highly experienced and trained employees, and is growing steadily, but surely.

Efficiency matters as much as quality

Most Hydrapower Systems' products are custom built to the individual needs of clients that produce forestry earth-moving machinery, as well as a few clients in the energy, military, marine, and food processing industries. The company's Production Planning Manager Robert Lamont, son of Owner and Managing Director Paul Lamont, will move mountains to ensure the complete satisfaction of each customer and is a true-blood machinist at heart, having started in the industry in high school.

The company had purchased JobBOSS several years ago, transitioning from paper, Excel® spreadsheets, Microsoft® Access®, and Sage® accounting software, because it was specifically designed for small and medium-sized manufacturing and job shops. "For the size of our company and the price point, we felt JobBOSS was spot-on", says Robert. "We had a list of 15–20 other ERP systems we were evaluating, but narrowing down was easy, based on price point, ease of use, and the expertise of the vendor in designing and supporting the product. JobBOSS gave us the ability to consolidate a whole lot of business and manufacturing process into one big package, and to dramatically increase the efficiency of our company".



OVERVIEW

Hydrapower Systems Ltd.
www.hydrapower.co.nz
Christchurch, New Zealand

BUSINESS CHALLENGES:

- Upon arriving at a job, they would find the necessary levels of materials were not there, thus delaying the progress.
- Jobs were underquoted because the team didn't have the resources they needed to accurately project costs and times.

BENEFITS OF SWITCHING:

- The appropriate inventory levels for every job are available so cash flow and inventory are optimized.
- Cost and time tracking is available for every phase of production, leading to accurate quotes and delivery forecasts.



The ERP system gave us the ability to consolidate a whole lot of business and manufacturing process into one big package, and to dramatically increase the efficiency of our company.”

Complete job and data visibility were keys to maturing as an organisation

Even though Paul and his team loved the software, they gradually learned over time how to use some of its many features. That is, until the early summer of 2019 when Robert told his father that the key to improving customer service, manufacturing efficiency, and even productivity in the office would be unlocking the full potential of JobBOSS. To continue satisfying customers in an increasingly competitive environment, the company needed to improve upon its job turnaround times and on-time delivery rates.

To do that, Robert suggested a week of in-person training for his staff so they could get up to full proficiency with the modules and features they each needed to use.

“We sometimes struggled knowing where jobs were in the process and having visibility of the jobs going out of the workshop. We relied on a handful of people, but when information doesn’t get relayed back to key personnel, you can start losing track”, says Robert. “For example, if you have 5–10 jobs to manufacture, you might focus on four and sideline one. That one might have to be rushed through and we end up chasing our own tails and being late on deliveries. To move to that next phase of our maturity as an organisation, we needed job tracking visibility and to

know where everything was in different phases of production—at all times”!

Profitability is maximised with tools for quoting times and accurate pricing

“We needed the ability to fully accumulate and track data in every aspect of our business in order to make the most informed decisions possible”, says Robert. “This was especially evident in our job quoting process. Some jobs ended up being underquoted, because although many of us have decades of experience in the industry and have pricing information stored in our heads, prices have been fluctuating more in recent years. So we didn’t have a very accurate idea on costs of materials if they weren’t entered into our systems, changed as necessary, and easily accessed in the quoting process. We either had to manually bring up supplies and prices one by one, which was too tedious to be a realistic solution, or we had to go with rougher ballpark estimates. Everything was written down on paper too, so the information couldn’t be easily retrieved and checked if necessary. The result was increasingly slimmer profit margins, and that had to be fixed”.

Not only did the training in JobBOSS result in more accurate job quoting, but it also substantially improved many other aspects of the manufacturing process. Material availability and shortages had begun having an effect



Because it was designed by people in our industry to support the way we work, JobBOSS is exactly what we need.”

on proper inventory levels. “We were at a point where we needed to use the materials and inventory functionality of JobBOSS. We’d come out to a job and we wouldn’t have the necessary levels of materials there, and we’d be delayed by having to order it. Now we have the appropriate inventory levels for every job we start—no more and no less—so we’re optimising cash flow and inventory levels at once”.

Inefficiencies and bottlenecks—gone!

Another area of improvement that followed the in-house training was better visibility into workflows and the ability to optimise each phase of production so that jobs could be completed in less time. “With the data we’re getting from jobs”, Robert says, “we’re able to track any bottlenecks and inefficiencies in the process. We can see how long setup times at each station are taking, log in that information, and then work to create effective process and machining solutions. All our workstations are continually monitored and tracked. We can even log into jobs and load drawings and other data for each job. Now there’s no running around looking for paperwork or people for answers”.

All this visibility enables the company to reduce the time for setup and other steps to a fraction of the time that they took before. JobBOSS shows where projects are in production, where they’re going next, and deadlines for each step. The software also revealed that certain employees didn’t have access to tooling and were scrambling at times to find what they needed. Now, these inefficiencies have also been corrected.

Overall, Robert says, “JobBOSS let us evaluate the time that individual process steps were taking and pinpoint problems and bottlenecks so that we

could develop efficient solutions. Now everything is streamlined and we’re able to quote job prices accurately, reduce lead times, provide customers with exact delivery dates, and meet them time after time. It’s nearly impossible to be competitive in today’s environment without the ability to optimise manufacturing processes”.

Flexibility and ease of use enable the company to grow incrementally, with confidence

Robert says that he and his team really value the flexibility of the software. “We love the modular structure of JobBOSS and the flexibility it gives us to add additional users as we grow. We don’t need a big bulky package with expensive features we won’t use”.

Ease of use is another vital benefit. “JobBOSS is easy to use, easy to train, and easy to get up to speed with add-ons.” ECI support services contribute to the ease-of-use with representatives that are only a call away. Robert says, “There have been a few times that we’ve had to go back and forth with tech support and any problems have been solved really quickly, especially for being outside of America. It’s always been very easy to get in contact”. Tony Wynohrad, the JobBOSS trainer, also deserves credit for the ease of use the team is enjoying. “His knowledge of the software and his teaching methods are second-to-none”.

For any other manufacturer or job shop like Hydrapower, Robert says, “gathering and tracking data and knowing where your resources are going are essential for moving forward and growing. To do that, you need a powerful, yet easy-to-use ERP system. Because it was designed by people in our industry to support the way we work, JobBOSS is exactly what we need”.

Contact us today to learn more

800.777.4334 | www.jobboss.com | **How business gets done.**

©2020 ECI and the ECI logo are trademarks or registered trademarks of ECI Software Solutions, Inc. All rights reserved.