

## SYSPRO Software Electrifies Growth at EPM

*"When we mapped our plans for global expansion, we believed that SYSPRO would grow with us, and that's proving to be the case. We've grown relatively quickly, which can present many capacity and capability challenges; however, SYSPRO has kept up with our growth."*

*Lianne Bastien, Chief Financial Officer, EPM*



### ■ The Company

EPM is an electrical manufacturing services (EMS) company headquartered in Markham, Ontario. Founded in 1993, EPM has evolved from focusing on supply chain management to become a full-service, ISO 9001-registered EMS provider.

Lianne Bastien, EPM's Chief Financial Officer, says: "We started out as a materials management company, helping our customers buy their components more efficiently, and assisting them to outsource their manufacturing needs."

### ■ The Challenge

In 1999, EPM began buying its own manufacturing equipment. "At first we performed some printed circuit assembly, testing and integration," says Bastien. "By 2000, we were 100% self-sufficient and box-build capable."

By servicing the low- to mid-volume niche of the electronics market and making appropriate investments in state-of-the-art manufacturing technology, the company has averaged more than over 30% growth a year. In 2006, EPM's core business was the provision of outsourced electrical manufacturing services to large OEMs, primarily Fortune 500 multinationals or companies in industries that were predicted to grow.

During the company's early years, EPM relied on a small enterprise resource planning (ERP) software package. As the company expanded, Bastien and her colleagues realized the need for an ERP that was more flexible, scalable and user friendly.

### ■ The Solution

"When we looked at all the evaluations, SYSPRO appeared to be the best value, considering both the cost of the software, and the cost of its implementation," Bastien notes. EPM initially implemented SYSPRO's financial and inventory modules.

### ■ AT A GLANCE ■

#### COMPANY

EPM

#### INDUSTRY

Electrical Manufacturing Services  
▪ Manufacturing

#### THE CHALLENGE

- More than 30% growth a year on average
- EPM needed to move to an ERP solution that was flexible, scalable and user friendly
- Long and Complex Supply Chains

#### SOLUTION & SERVICES

- SYSPRO Reporting Services
- SYSPRO Financials
- Bill of Materials
- Work in Progress
- Factory Documentation
- Material Requirements Planning
- Lot Traceability
- Office Automation & Messaging
- SYSPRO e.net Solutions System Manager
- SYSPRO e.net Solutions Web-based Applications

#### THE BENEFITS

- Fully integrated solution
- User friendly, with helpful training aids
- Ability to accurately monitor the flow of materials
- Scalability key to international expansion plans
- Ability to keep up with organizational growth





### ■ The Result

"We have always found SYSPRO to be very user friendly, and the training aids are helpful," she says. "From a user perspective, even from the beginning, the software was relatively easy to navigate, and over the years the on-screen drill-downs have continued to improve. In addition, one of the many functional benefits of SYSPRO is that the accounting package was integrated into the ERP."

Over the years, EPM has implemented additional SYSPRO modules, and learned to use the applications it already has in place more efficiently.

Because of the company's background, one of EPM's key differentiators is the diligence with which it manages its supply chain. "We are very reliant on SYSPRO's Inventory module," says Bastien. "Part of our success is the ability SYSPRO gives us to accurately monitor the flow of materials."

As the company expands into new markets, SYSPRO continues to prove its scalability. "SYSPRO is a big part of our plan to expand internationally," says Bastien.

Recently, EPM implemented SYSPRO in its US and China offices. This was no small undertaking. Over a single weekend, the company, aided by one of SYSPRO's value added resellers, archived all of its Canadian data, converted the data into US figures, and implemented the company's new multi-branch structure.

"When we first implemented SYSPRO we were probably doing \$8-million in annual revenue," says Bastien. "We're now in excess of \$60-million. When we mapped our plans for global expansion, we believed that SYSPRO would grow with us, and that's proving to be the case. We've grown relatively quickly, which can present many capacity and capability challenges; however, SYSPRO has kept up with our growth."