Cincom®

Profile in success: **Timken**

Timken and Cincom: sharing many decades of success
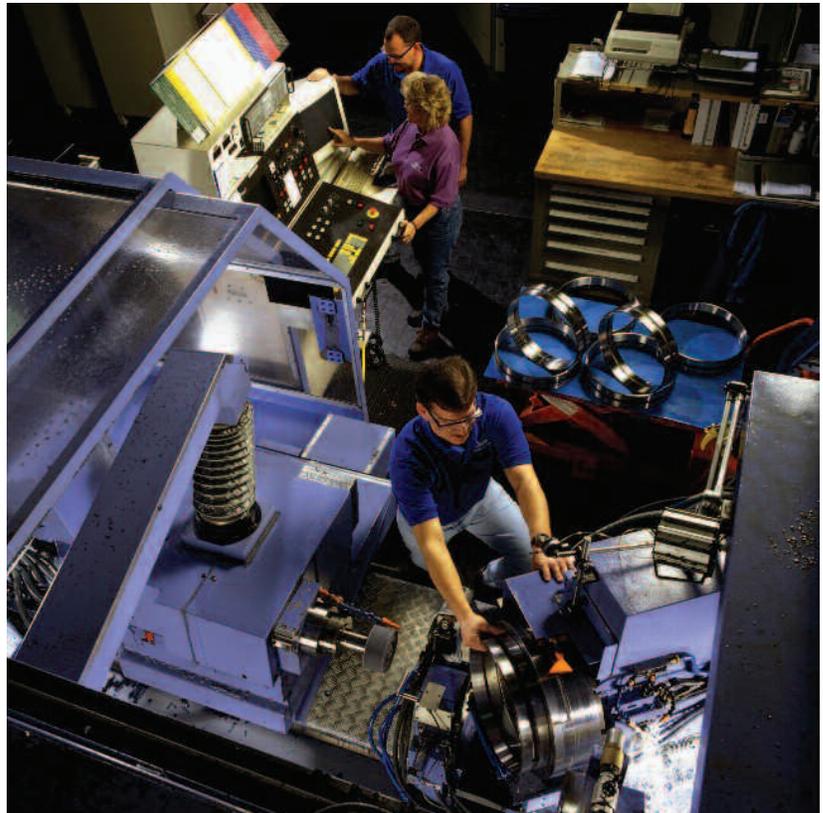
"We've had a long, successful history with Cincom, and MANTIS and SUPRA have been excellent products for us to use. Over the years, we have successfully built a number of applications that have lasted on their platforms a lot longer than we ever expected them to. And we've been able to continue to maintain them and get value from them."

– R. Scott White
  Director, Information Technologies and Operations
  The Timken Company
  Canton, Ohio USA

A partnership begins

In the early 70's, Timken wanted a platform that would enable the company to move quickly into developing online applications, and still leverage its existing batch data. At that time, database technology was becoming the mainstay in the industry. "That's about the time I started at Timken," comments R. Scott White, Director, Information Technologies and Operations. "We had traditionally been a smaller shop, on an IBM mainframe, but starting to grow larger. We needed a database management system to take us to that next step of advancing our manufacturing, order management, scheduling, and inventory management systems. Cincom had a good reputation for their TOTAL database and its hierarchical, networked model, and that's what attracted Timken to Cincom and the IBM mainframe platform at the time." That original implementation has since evolved to the SUPRA PDM product suite, Cincom's hierarchical, interactive database management system.

According to Andrea Dorsey, Section Manager, Data Management Department, "SUPRA has always been very easy to manage from the standpoint of reliability and recoverability." Dorsey went on to say, "Also, with a recent acquisition, we added a lot more MANTIS programs in engineering and the other business areas that require both a DB2 and SUPRA

interface. MANTIS is an extremely easy language to learn, so within a couple of days, programmers can usually be trained and be up to speed. New applications can be developed very quickly and easily maintained."

Many of Timken's applications have user interfaces written in MANTIS. For example, a shop floor data collection application was installed in six months in four departments in one of Timken's roller plants. That application is still very stable and virtually problem-free. MANTIS also integrates into Timken's MRP system and feeds the "Cost of Production" and "Payroll" systems.

Timken also implemented a shop floor data collection application for its Winchester, Kentucky plant. This involved integrating a MANTIS application with another shop floor data collection package. The MANTIS integration effort was minimal, requiring only a two-month implementation.

World-class support and responsive education services

"Typically when we've called for support, it has always been the same set of people that we've talked to," comments Dorsey. "It really means a lot when you deal with a company that has people with such long employment histories. We have always had very good support from Cincom, both from the standpoint of the knowledgeable Cincom people and for quickly getting problems resolved." Quickly was how Cincom responded when some of the Timken programmers needed to be trained. Cincom Education put a customized four-day, on-site training course together in a very short time. Rollie Goodall, Manager, IT Manufacturing and Quality Systems, explains further, "Seven of our employees, most of whom had never used MANTIS, left the classes feeling that it was extremely beneficial, saying it was exactly what they needed. Cincom was very responsive to our needs, both in content and timing. I asked for something relatively quickly, and as usual, Cincom came through."

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"Just think of it, here we are, two Ohio-based companies in different industries at different ends of the state, watching each other grow, prosper and mature together for more than 33 years."

– R. Scott White
   Director, Information Technologies and Operations
   The Timken Company