



Goal:

Improve the ease and speed of creating accurate quotations, while also ensuring that accurate, clear and complete configuration data is transferred to the manufacturing process.

Challenge:

Automate manual processes, such as common desktop spread sheet tools with no system interface.

Solution:

Cincom Acquire™

- Guided Selling and Product Configurator
- Quotation and Proposal Management

Key Results:

- Can now configure and print accurate quotations in less than 30 minutes
- Reduced the order-to-cash time from several weeks to a few days
- Significantly improved the communications between sales support/technical office and sales representative at customer site
- All parties involved now use the same tool to define the configuration
- Reduced costs for generating quotes by 60%
- Improved configurations to 100% accuracy

Profile in Success: **SMIT TEXTILE**

100% configuration accuracy with a 60% reduction in quote expenses!



Situation

SMIT TEXTILE manufactures high-tech, flexible rapier and air-jet weaving machines for flat and terry fabric. More than a traditional Italian manufacturer of textile machinery, SMIT is a leader in weaving machine technology. They have established a worldwide presence for not only supplying leading-edge products, but also for providing prompt and effective post-sales support. SMIT's product portfolio consists of four loom models, each of which is aimed at a specific type of textile production, with the newest loom being recognized by Textile World magazine's Innovation Award. With these models, SMIT offers total solutions for producing both high-tech textiles such as airbags for automobiles, electronic cards, material for tires, etc., as well as high-quality clothing fabrics such as wool, cotton and silk. Within the rapier loom market, SMIT wanted to improve its competitiveness with faster and more accurate quotations and product configurations.

Too Many Systems Meant Too Many Opportunities for Inconsistencies

In order to configure an ordinary textile machine, SMIT TEXTILE must define hundreds of specifications and options resulting in a limitless number of configuration possibilities. SMIT has produced more than 2,100 textile machines per year, each with approximately 3,000 parts on a first-level BOM, of which an average of 150 or more are selected for each machine configured. This flexibility is a key differentiator, but it has its costs.

To produce quotations, SMIT was using an Excel spreadsheet developed in-house, which allowed it to manage fairly extensive machine specifications, but with only a few simple configuration rules. While the prices and discounts were managed in Excel, quotations were created manually in Microsoft Word, then interfaced to SAP and other systems, which often led to pricing and configuration errors, not to mention maintenance. SMIT realized that it needed to decrease these errors and improve its ability to accurately transfer "green-light" configurations/quotations to the manufacturing processes.

"More than impacting the reliability of the product, the Cincom Acquire Guided Selling and Product Configurator ensures that the configuration is consistent and thus avoids construction errors that might lead to problems with customer satisfaction, costs, installation time, etc."

– Giampietro Rappanella, IT Manager,
SMIT TEXTILE, S.p.A.

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FORM CM041006-1 9/08

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Now, Quicker and More Accurate Quotes ...

SMIT chose the Cincom Acquire Guided Selling and Product Configurator because the business rules and properties were easy to learn, use and maintain. Also, there are no limits to the configuration applications that SMIT can create, and the reputation of the Cincom support team providing top quality, professional support was well-known. An important result of using the Cincom Solution is that SMIT has standardized the descriptions of the specifications and options. Using SAP item numbers to identify the specifications allows SMIT to enter the order in SAP quickly and accurately. Complete visibility of all the specifications and options allows the user to see all the configuration possibilities of the machine, and ensures that the entire sales force has access to the same information. Sales representatives can now create all the different types of configurations, ranging from the simplest to the most complex, and have online access to the price list. The Cincom Acquire Quotation and Proposal Management tools allow them to calculate discounts quickly and easily, and quotations can now be configured and printed in less than 30 minutes – a process that used to take weeks.

... Mean Savings in Time and Cost

With the Cincom Solution, quotations are now generated quickly and accurately, and complex pricing and discount margin calculations are also handled very easily. Cincom significantly reduces the "quote-to-cash" time for all products ranging from new solutions to updated products. When asked about the results of using the Cincom Acquire Guided Selling and Product Configurator, Giampietro Rappanella, IT Manager, responded, "The easy definition of the properties and rules, the easy integration of other tools such as Word and Excel to generate documents, the unlimited possibilities for creating the 'look and feel' and the screen flow for a configuration session are undoubtedly the most important factors for our sales success. The savings in time is significant. Cincom technology enhances the communications between the sales back-office and the sales representative at the customer site, mainly because all parties now use the same tool to define the configuration."

Textile World Innovation Award



SMIT TEXTILE's newest weaving machines have been honored by the prestigious "Innovation Award" presented by *Textile World* magazine to the "industry leaders that have developed and are producing technologies that make a difference in plants around the world."