



Profile in Success: **Harris Corporation**

## Harris productivity soars 20% 3 months after Cincom implementation!

### Goal:

- Replace Harris's legacy Material Requirements Planning (MRP) tool with more robust technology to support double-digit growth rates
- Increase productivity by 10%
- Enable scalability and growth

### Challenges:

- Implement on time and on budget
- Avoid major business disruption with a "no business interruption" implementation

### Solution:

- Cincom's Enterprise Management Solutions

### Key Results:

- Success, with implementation two months ahead of schedule and under budget
- Expectations exceeded, with 20% improvement in productivity just three months after implementation
- Uninterrupted business, with implementation virtually invisible to the organization

*"... Today in the aerospace industry, we need to be cheaper, better and faster. The Cincom tool is instrumental in being able to enable us to achieve those objectives."*

– Bill Heiselman, VP Supply Chain Operation, Harris Corporation



### Situation

Double-digit growth rates have signaled explosive progress for the Harris Corporation, whose best-in-class aerospace and defense communication products, systems and services support over \$5.3 billion in annual revenues. Established in 1892, Harris now employs more than 16,000 individuals to serve government and commercial markets in over 150 countries. Nearly 7,000 engineers and scientists drive new product innovation and technology in a highly competitive aerospace and defense market. But flourishing environments also fuel a need for new systems to handle incredible amounts of data, and Harris needed to replace its current Material Requirements Planning (MRP) tool with more robust technology.

## Feeling Comfortable and Mitigating Risk— Choosing Cincom

*“... What company do we feel comfortable with to mitigate risk? ... In the end, it was the Cincom team because of commitments made and met during the whole selection process.”*

– Don Weiss, Director of Supply Chain, Harris Corporation

Harris’s legacy systems could no longer handle their growth. Current systems had reached its limits, advances in products and services now demanded over three million different parts and components, and these numbers would continue to escalate. Redundant data needed to be eliminated ... period.

Concerns were high, due to a 20-year-old system in place and implementation that needed to occur while executing over 600 “in-plan” programs. A smooth transition would be critical, so Harris chose Cincom.

*“It was clearly a step above of what we had internally, and we knew that we could have productivity gains if we implemented Cincom.”*

– Bill Heiselman, VP Supply Chain Operation, Harris Corporation

## Cincom’s Implementation Exceeds Expectations Two Months Ahead of Schedule and Below Budget

*“We actually came below budget and implemented two months earlier than what we had originally scheduled; and that was all through the partnership with Cincom.”*

– Julie Reams, Senior Material Management Manager, Harris Corporation

To maximize its Cincom investment, Harris needed a “no-business-interruption kind of transition,” from old systems to the new. Cincom met this objective below budget and two months ahead of schedule, through rigorous, focused project management and synchronized teamwork with Harris, so that each implementation milestone was met.

*“They had a step-by-step plan that assisted us and guided us for success.”*

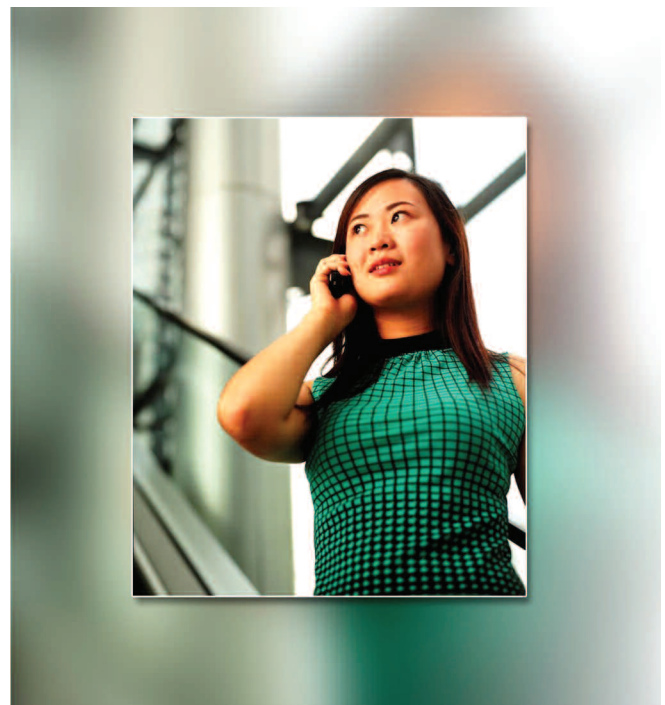
– Amy Miley, Program Manager, Harris Corporation

## Cincom Technology—Ensuring that Critical Requirements Are Met

Cincom processes aligned perfectly with Harris, enabling them to meet the discriminating system requirements critical to an aerospace and defense environment.

*“They helped us with strategies for looking at things in different ways—they actually demonstrated their ability to meet our requirements.”*

– Julie Reams, Senior Material Management Manager, Harris Corporation



*Smooth, seamless, uninterrupted  
implementation with Cincom*

## 20% Increase in Productivity, Just 3 months after Implementation!

*"... The team came back and after only three months, has seen a 20% improvement in productivity in both procurement and material management effort ..."*

– Bill Heiselman, VP Supply Chain Operation, Harris Corporation

The benefits from Cincom technology are clear. Through automated processes; real-time, event-driven responses; and the elimination of redundant data, Harris gained 20% in productivity, just three months after implementation.

Automated processes also drive supply-chain integration, which provides a clearer picture of the procurement cycle, with access to purchase-order, quotation-order and fulfillment data.

The web-based capability within Cincom's Enterprise Management Solutions also enables greater productivity through access to data from any location.

*"One of the things that I like about the Cincom technology is that I can access it anywhere."*

– Julie Reams, Senior Material Management Manager, Harris Corporation

## Cincom, Robust ... to Grow with the Customer

*"Right now we know that there is no limit to the capacity of the system we have. We will need a system that is robust enough to continue to grow with us, and Cincom is that system."*

– Bill Heiselman, Harris Corporation

Cincom looks forward to growing with Harris—an organization whose multi-billion-dollar revenues continue to be stimulated by new product innovation and technology in a highly aggressive environment.

## Remaining Partners with Cincom, Now and in the Future

*"I am extremely happy with the Cincom team and the partnership that we have formed, so we won't have to explore any alternatives in the future."*

– Bill Heiselman, Harris Corporation

The logo for Harris Corporation, featuring the word "HARRIS" in a bold, black, sans-serif font. A red diagonal line starts from the bottom left of the letter 'H' and extends upwards and to the right, crossing through the 'H' and ending under the 'S'.

## About Cincom Manufacturing Enterprise Solutions

Cincom Enterprise Solutions for complex manufacturers enable lean processes to drive operational effectiveness. By identifying and automating complex manufacturers' most critical business processes, Cincom enables manufacturers to achieve comprehensive enterprise management with fact-based performance management.

Cincom serves clients on six continents including Boeing, Ericsson, Milacron, Siemens, Alliant Technologies, Harris Corporation and Trane.

For more information about Cincom's products and services, contact Cincom at 1-800-224-6266 (USA only), send an e-mail to [info@cincom.com](mailto:info@cincom.com) or visit the company's website at [www.cincom.com](http://www.cincom.com) and select "Complex Manufacturing" from the menu options.

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