

# Productivity Boost, Long-term Growth and Success Continue with Cincom Solution

## 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
- Even more functionality seamlessly added in 2011 update

*"... 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

Behind its best-in-class aerospace and defense communication products, systems and services support, Harris Corporation brings in over \$5.4 billion in annual revenues. Established in 1895, Harris employs more than 14,000 individuals to serve government and commercial markets in over 150 countries. Nearly 6,000 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 concluded in 2005 that its needs mandated replacing its aging Material Requirements Planning (MRP) tool with more robust technology. They turned to Cincom for the solution, and came back to Cincom again in 2011 as their needs continued to grow in scope.

## 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 its growth. Current systems had reached their limits, advances in products and services now demanded over three million different parts and components, and these numbers continued 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 that are 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

## 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. And the more that Harris has used the product over time, the more they have discovered just how to maximize its powers. 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

### Just the Beginning of a Beautiful Relationship

Harris's gains continued as their familiarity with Cincom's solution grew, to the point that it was a simple choice for Harris when Cincom introduced a major product upgrade in 2011. Harris enjoyed the virtuous convergence of great range of functionality in an off-the-shelf product which, at the same time, required minimal customization of source code.



*"The solution still meets Harris's needs, with limited customization necessary, especially for the price. It's a very good value proposition for our business. We've also had a great support experience with Cincom. It's also a huge positive that previous customizations that Cincom made for the product have been rolled into the product as part of the CIEs (customer inspired enhancements)."*

– Daniel Berry, IT Group Leader, Harris Corporation

### Harris and Cincom Partnership

Harris has grown to have 1,200 employees using the Cincom solution who are benefiting by having a tool that offers unprecedented visibility on a project-by-project basis for managing the many aspects of the company's processes. The capabilities and integration of the system have grown in the same direction as Harris's needs, creating a true collaborative product success story.

*"It's not just how good the implementation was—I mean it was touted as being the best implementation Harris ever had. But going past that, (the Cincom upgrade) has just been very easily accepted. I think new people that come in here really like the tool."*

– Jill Strickland, Material Manager, Harris Corporation



## 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).



**World Headquarters • Cincinnati, OH USA • US 1-800-224-6266 • International 1-513-612-2769 • [info@cincom.com](mailto:info@cincom.com) • [cincom.com](http://cincom.com)**  
**Americas:** Brasil [cincombr@cincom.com](mailto:cincombr@cincom.com) • Ontario, Canada [NOBrien@cincom.com](mailto:NOBrien@cincom.com) • Quebec, Canada [infoquebec@cincom.com](mailto:infoquebec@cincom.com)  
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Madrid, Spain • Maidenhead, United Kingdom [InfoEurope@cincom.com](mailto:InfoEurope@cincom.com)  
**Greater Asia Pacific (GAP):** Sydney and Melbourne, Australia [info@cincom.com.au](mailto:info@cincom.com.au) • New Delhi, India [info\\_india@cincom.com](mailto:info_india@cincom.com)  
Tokyo, Japan [info@cincom.com](mailto:info@cincom.com)