

# Dayton Progress Reduces Order-to-Shop Processing Time by 60%!

## Goals:

- Implement a system that domain experts, not just IT, can maintain
- Capture the intellectual capital of Dayton Progress' product experts
- Make Dayton Progress easiest company to do business with"

## Challenges:

- Replace a custom-designed software system that had been in use for over 30 years
- Integrate with Dayton Progress' ERP system
- Reduce system maintenance and streamline the order-entry process

## Solution:

Cincom CPQ™

- Guided Selling and Product Configurator Software

## Key results:

- 50 percent time reduction in time-standards programming
- 30 year capture of intellectual capital and system data
- 60 percent reduction in order-to-shop processing time
- Reductions in inventory, optimized to customer demand

*"Cincom is by far the most flexible and intuitive product we saw."*

– Randy Wissinger  
Vice-President of Finance,  
Dayton Progress



## Situation

Providing innovations and techniques that improve the performance and productivity of stamping operations in customer plants, Dayton Progress, a subsidiary of Federal Signal Corporation, accepts a high volume of order line items per day from around the world, with most being engineer-to-order (ETO). In addition, Dayton Progress offers their customers delivery schedules that are as short as one day. Dayton Progress turned to Cincom to replace its aging order processing system.

Q & A with Randy Wissinger, Vice-President of Finance, Dayton Progress

## What were your indications that Dayton Progress needed to consider doing things differently surrounding your quote-to-order process?

One old ordering process was supported by custom-designed software that had its origination over 30 years ago. As we moved to expand the number of products, the complexity of system maintenance, product additions and internal skill sets drove us to look for a more standardized platform. Additionally, Dayton Progress is a global corporation, however, we have vastly different levels of software sophistication in each subsidiary. Our desire was to create one global standard.

### What are the overall business goals for this initiative?

Number one is ease of maintenance. Number two is globalization. Number three is the ability to interact with our customers over the internet. Number four is improved internal operations, due to increased flexibility of the software product.

### How did Cincom stand out during selection?

We began the software selection process by looking for ERP systems that had a configurator. After a short time, we changed our focus to searching for a configurator, with the ERP system being secondary. Cincom was one of a very few products that could even meet our criteria and is, by far, the most flexible and intuitive product we saw. The graphical method of programming allowed our staff to work with the product without a heavy programming background.

### Describe the business value and return-on-investment (ROI) you have experienced from using Cincom CPQ.

The primary value we received is placing configuration control into the hands of product specialists, not programmers. We want to be the easiest company to do business with, and Cincom will help us better serve our global customers.

### How has Cincom helped you streamline your business?

An increased ability to translate the customer's product desires to the shop floor more effectively and the ability to produce and deliver the product correctly the first time and in the least amount of time.

## Q & A with Dayton Progress' project team

### Describe what Dayton Progress set out to do with Cincom technology.

Our project had two primary phases. Phase one included an order-entry system that validates the millions of ordered item combinations possible, an inventory selection process that optimizes inventory usage and a manufacturing routing application that selects required operations from our manufacturing process to convert inventory blanks into customer-ordered parts.

In phase two, we extended the order-entry application developed in phase one to allow our supply chain partners to enter orders directly into our system over the internet.

### Inventory and process control

Cincom's solution helps us optimize our inventory control and manufacturing processes through reduced frequency of invalid orders, efficiency improvements in inventory usage and reduced time spent manually substituting, changing and creating routings for individual items.

### Methods engineering

Cincom CPQ allows us to automate processing of a wider range of items typically considered specials. This ability to standardize more products reduces our customer's lead time on products that previously required special handling by a methods engineer. This way, customers receive the most up-to-date, consistent information about our products and services.

### Engineering

With Cincom's solution, we are able to instantly compare parts that are ordered to all of the parts available in inventory. This allows us to quickly determine what inventory item is closest to the finished part required—eliminating waste and automating this complex process.

### Manufacturing

The biggest influence we see Cincom's solution having is in manufacturing. In the past 50 years, we have managed to accumulate over 800,000 order processing records. By making manufacturing decisions based on rules and knowledge, we will eliminate the 800,000 records, make maintenance dramatically easier and produce more accurate and consistent manufacturing decisions.

### What are your impressions of Cincom CPQ?

Cincom's solution stood out above many tools we considered. The flexibility of Cincom's solution allows us to utilize knowledge-based reasoning in making decisions over a wide range of areas. We have yet to identify anything we cannot do with it! If a process or decision can be rationally and consistently defined, we can apply the rules and logic in Cincom CPQ to make it happen.

## About Cincom

Cincom helps companies do what's most important: win more business, operate efficiently and deliver as promised

For more information, send an e-mail to [CPQ@cincom.com](mailto:CPQ@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)  
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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)

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