

GED Integrated Solutions Delivers excellent customer experiences with IFS



GED Integrated Solutions (GED) is an equipment manufacturer and a system solution provider for the North American window and door industry, serving any manufacturer producing a residential window. One of the biggest challenges for GED is the complexity of the product. GED brings all complexity of manufacturing windows and doors into a simplified format through a complete, integrated manufacturing operation for its customers. Through continuous improvement initiatives, such as utilization of IFS Applications, combined with a cellular manufacturing approach, GED has become the most efficient equipment manufacturer in the industry.

Demonstrating flexibility and agility for customers

GED operates out of a single operation with about 125 employees serving the North American space. GED enjoys an 80 percent market share on insulated window glass used in residential window manufacturing. Additionally, GED holds about a 40 percent market share for all vinyl manufacturing equipment producing windows in North America.

Through various products, both equipment and software solutions, GED helps customers sequence entire processes and operations, enabling them to optimize the production of windows. “The difficulties within the manufacturing operation for producing windows is sequencing the raw materials and the variables within a window. Each window is arguably unique,” said Kevin Felix, Vice President of Operations at GED Integrated Solutions.

“By utilizing the fully integrated IFS Applications, we can manage a change very quickly and be much more flexible and agile with our customers in managing change,” Felix continued.

About GED

GED Integrated Solutions is the progressive system solutions provider to the global window and door industry. It is committed to partnering with its customers and providing to them innovative solutions aimed at increasing their product quality, expanding their operational capacity and significantly reducing their overall manufacturing costs.

www.gedusa.com

A window of opportunity with IFS applications

GED considered its investment in an ERP solution as the key to operational efficiency and IFS Applications has delivered. “IFS has continued to grow their application to allow us to grow and integrate with other applications in our operation. Here at GED, we utilize the entirety of IFS Applications. Having all of our information in IFS Applications allows us to react more quickly and in real time to be more agile with how we manage our operation and serve our end customer,” said Felix.

Having worked with IFS for 17 years, the relationship between IFS and GED is a true partnership. “We’ve established a great and close relationship with many of the players at IFS. Whenever we have a question or a system application we want to leverage, it’s very easy for us to call those individuals and get face-to-face contact for answers to our questions. They’ve been very responsive to our needs and it’s been a great relationship working with the IFS folks,” said Felix.

Efficient operations, happy employees and happy customers

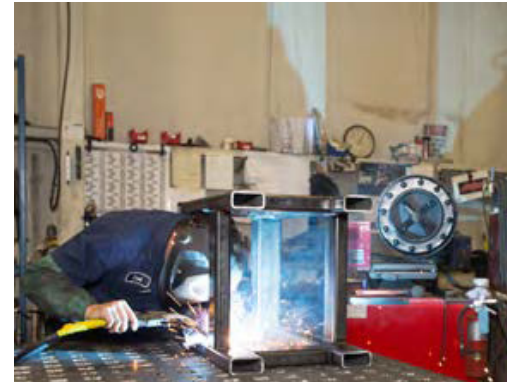
GED continues to grow with IFS Applications and implement more and more of the solution as the business continues to grow. “I love IFS Lobbies. The ability to give users all the information needed on one screen, enabling them to act on information without navigating to different screens, is huge. The application helped us configure screens and improve our efficiencies. I think it’s going to be a major benefit for us,” said Heather Cullion, Controller at GED.

GED operates with IFS Mobile apps in its field service and sales group. The tool enables GED employees to enter information into the system on the fly. “With IFS Mobile apps, our employees enter information in real time. This saves time at the end of the day and allows them to enjoy a better work-life balance. Utilizing mobile apps allows us to digitize much of our information and eliminates the use of paper, creating an environment-friendly operation,” said Felix.

By placing emphasis on customer experience, GED uses IFS Applications to serve its customers better and ensure that its operations are running efficiently. “IFS has allowed us to manage how quickly we can respond to our customers and ultimately what we’re looking at is the efficiency of managing our time from a management standpoint all the way down through the organization,” said Felix. Improvements upon existing processes with input from IFS workflows has optimized the operation. “A happy customer is what we’re driving for and these systems and methods allow us to better manage our customer base,” said Felix.

Benefits

- Improved insight into internal operations
- Greatly reduce lead time to deliver products to customers
- Improved efficiencies across entire organization
- Configurability of solution increased ease of use for end users



The future with GED and what we serve and provide for our customers is extremely bright and it's great to know we have a partner in IFS running with us in the background.

Kevin Felix, Vice President of operations at GED Integrated Solutions

Real-time data and big time benefits

IFS Applications allows an end-user to access data quickly and work within an environment and easily collaborate with other users. "By seeing data in real-time we save time in the way we manage an operation and how quickly we can react to it. What once took days in gathering information, analyzing it, understanding it and determining how to react, now takes a matter of hours," said Felix.

Operating with IFS Applications has provided GED with knowledge and insight into its business operation. "The upgrade to IFS Applications helped us synchronize our departments. We use IFS to effectively communicate throughout the organization," said Felix. Leveraging an intuitive and attractive system makes for an application that creates user excitement rather than user frustration. "I think IFS is very user-friendly, easy to navigate and being able to have the entire organization in one database is a blessing for our company," said Felix.

What's next

GED continues to grow and excel in the window and door industry. As growth continues, GED looks to continue streamlining operations with IFS Applications. "The future is all about quickness and access to information. IFS is the backbone that allows us to react quicker both in accessing information as well as responding and developing systems quicker internally," said Felix.

Customer experience will always be a priority with GED and IFS Applications enables GED to better manage to its customers. "The future with GED and what we serve and provide for our customers is extremely bright and it's great to know we have a partner in IFS running with us in the background," said Felix.

Software

- IFS Manufacturing™
- IFS Supply Chain™
- IFS Customer Relationship Management™
- IFS Sales & Service™
- IFS Financials™

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

