Mitutoyo America uses IFS for advanced sales and service management

After moving to IFS from a homegrown application in 2002, Mitutoyo America Corporation realized improvements in business efficiency and visibility, and the benefits they have realized have increased again with a 2010 upgrade to a current version of the application suite

Mitutoyo's IT staff is also taking advantage of IFS' easily available application programming interfaces (APIs) to extend functionality in new and useful ways, and is working with IFS as an early adapter of new, advanced IFS business intelligence (BI) technology. Mitutoyo has even implemented IFS' customer relationship functionality to replace another vendor's offering.

Moved from green screen

When Mitutoyo originally selected and implemented IFS, they were moving away from an antiquated hardware platform and an internally developed software platform.

"We migrated from an AS400 homegrown application, from green screen to the Windows-based IFS," Mitutoyo America Vice President of Information Technology Robert Brown said. "At that time we moved to Oracle 8i on a Unix server and this move was necessary to help us grown and get better visibility. We did a formal evaluation with IBM Global Services for business evaluation and vendor selection. The choice came down between IFS, Intentia and J.D. Edwards. IFS' technology direction rated superior to the other two. We felt it had the best fit."

Advanced approach

Once Mitutoyo was live on their upgraded instance of IFS, they also were able to join an early adopter program for IFS' enhanced business intelligence (BI) functionality.

"We learned about your BI initiatives and after speaking to your CTO, we were very excited with what was on your roadmap," Brown said. "We signed on as an early adopter, and currently have the sales cube in a test environment and a CRM cube in production."

About Mitutoyo Corporation

Mitutoyo Corporation is the world's largest provider of measurement and inspection solutions offering the most complete selection of machines, sensors, systems and services with a line encompassing CMMs (Coordinate Measuring Machines), vision, form and finish measuring machines as well as precision tools and instruments, and metrology data management software. Mitutoyo America imports products from its parent company and sells commodity items through channels of distribution and capital equipment or major instruments to the end user through similar distribution channels. After the sale, Mitutoyo provides a number of installation, service, repair and installation services.

www.mitutoyo.co.uk

But BI is only one way Mitutoyo is expanding their instance of IFS. Brown and his team have taken advantage of APIs to create their own portals in and out of IFS.

Mitutoyo also replaced an existing commercial CRM solution with IFS' Sales and Marketing software.

"We were very excited about the .NET client for IFS Sales and Marketing," Brown said. "We did pilot that and then rolled it out to our sales reps. It is working very well."

Aftermarket service

Because Mitutoyo's business involves sales and service, they make heavy use of the service management and maintenance functionality of IFS.

"Our business is sales and service," Brown said. "We sell these products and support three service organizations. Field service handles repair, installation and calibration of our major instruments. We have a repair department responsible for repairing tools and instruments and we have a calibration department which does calibration of our gauges and gauge blocks that are traceable to National Institute of Standards and Technology requirements. We use a lot of work orders and a lot of scheduling and field service. For return material authorizations (RMAs), we do capture reason codes and we can perform Pareto analyses of returns."

Mitutoyo is also using the event-oriented architecture features of IFS to extend service management functionality deeper into their field service organization.

"Last week we went live by enabling several alerts to our field service engineers," Brown said. "Alerts for work order changes, changes in schedule or changes in route are going out via both email and text message."

Because Mitutoyo's products are designed to facilitate precision manufacturing and are regulated as "defense articles" or "dual use" commodities, advanced asset lifecycle management functionality within IFS is used to track the location of certain assets.

"Our most accurate coordinate measuring machines are export controlled," Brown said. "We are required to maintain awareness of the location of these items until they are scrapped. From that perspective, we do have all service records against the serialized objects within our service records. That is extremely important for our compliance effort. We also integrate IFS to a list of banned parties to clear all orders prior to shipping."

Benefits

- A unified enterprise application that handles sales, SCM, finance, service management and maintenance

- Easy access to APIs to extend IFS in new ways

- An embedded BI solution

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Find out more

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