

Case Study: Remy Takes Their Eagle-QAD Solution to the Bank

Reading one more “White Paper” or “Case Study” can be about as exciting as an 18-hour flight – in the middle seat. But if you are a person who gets new ideas and new enthusiasm from success stories - read on.

Remy International, Inc. is a leading worldwide manufacturer, remanufacturer, and distributor of heavy duty systems, starters and alternators, locomotive products and hybrid technology. In other words, an automotive supplier. And no matter what industry you’re in, you are likely to have taken less of a beating than today’s automotive supplier.

And yet, Remy has managed to optimize their position even in these difficult times. For example, Remy began the belt tightening process long before other automotive suppliers. They reorganized and divested where necessary, they invested in technology, and they were one of the only automotive companies to make their projected number for 2008. While 2009 is an even more difficult year, their aftermarket operations (Remy Power Products) are going a long way to offset sales decreases in the Original Equipment (OE) automotive sector.

The Contribution of Technology

Eagle Consulting & Development has been a strategic partner of QAD since 1992 and has had a relationship with Remy since 2000. Eagle’s automated data collection solution, RF Express™ for QAD Enterprise Applications, is in use at every Remy facility in North America. Over the years, Remy has become an “advanced” user of automated data collection technology. Here’s what that means...

Many organizations – even many QAD customers - still use a manual paper trail to document some (or all) aspects of their manufacturing and distribution process. Others use a mix of paper forms and documents, coupled with some kind of automated data collection. That may be surprising, given how long ADC solutions have been available, but it bears repeating that any paper-intensive system is “expensive” in terms of the risk of human error, the workforce needed to audit the paper trail, and the “not so green” impact of so much paper. But Remy clearly understands how to take the capabilities of their ADC solution to the highest levels.

Hard Dollar Examples

Example 1: Remy's Electrical Aftermarket Operations (EAM) sells to chain automotive parts stores. Recently, Remy consolidated the EAM into a single, unified database and company, Remy Power Products. The ability of Eagle to quickly modify location-based picking to work with multiple primary locations across multiple sites was instrumental in the on-time delivery of this project. Remy was able to save over \$20,000 in reprogramming costs by passing these transactions seamlessly through Eagle RF Express for QAD Enterprise Applications.

Example 2: Next, Remy's implementation of Eagle's "Advanced Containerized Shipping" module enabled the company to track every item on any shipment, down to the individual container. This allowed the company to identify and document both domestic and export items, and meet customer-specific and customs-specific labeling requirements. By tying each Eagle-picked item *directly* to the QAD-assigned container number, the company has been able to implement auditing and tracking processes that have eliminated 100% of OE customer non-compliance returns. Remy's Problem Reporting and Resolution (PRR) costs have dropped by over \$50,000 in the past year.

Example 3: Meanwhile, the company's use of Eagle handheld picking and containerization routines allowed Remy to streamline picking processes, reducing both required manpower and picking errors. *By integrating with the Remy Shipping Module*, the company was then able to create a single, seamless picking routine that allows material handlers to receive, pick, pack and stage orders with minimal distractions and guidance. Remy's Laredo distribution center was able to adopt this process while reducing manpower costs by approx \$90,000.

Example 4: Remember the "enthusiasm for a great success story" mentioned previously? Here's the big one: Eagle RF Express for QAD Enterprise Applications was instrumental in Remy's ability to consolidate US Aftermarket distribution centers in February 2009. By utilizing the Eagle RF Purchase Order Receipt and Transfer functions, Remy was able to create a virtual cross-dock between OE and Reman manufacturing and the Laredo distribution center. Materials that are transferred between these facilities are 100% controlled, which has made it possible to reduce material transit times and the corresponding inventory. The commonality of applications between all of these facilities allowed Remy to initiate and complete the project *three weeks ahead of schedule*. Remy expects over \$600,000 in annual savings from the distribution center consolidation, with no small part attributed to Eagle.

Without the Technology?

Most organizations have a "war story" that they'd rather forget, but Remy's Scott Sample (Senior Systems Analyst / Business Analyst) remembers a PRR that cost Remy dearly.

*Here's the story... Remy ships to a GM plant **every hour**. On one occasion – just one – they shut down a GM plant for 30 minutes because they'd shipped the wrong motors. How could that happen? The problem was that Remy receives some motors in plastic totes but must ship them in cardboard containers. Taking the motor out of the tote, placing it in the container and duplicating the EXACT same label introduced the potential for human error.*

A follow-on implementation of the Eagle Label function allowed operators to scan the original OE label created with Eagle Backflush, then print a new label during repackaging. By duplicating the EXACT label, Remy was able to prevent labeling mistakes thereafter.

In other words, it's not just scanning items in at the shipping dock. ***The entire flow of materials through the plant and distribution center can be optimized by combining the power of QAD Enterprise Applications with the sophisticated addition of Eagle's RF Express for QAD Enterprise Applications.***

Why Eagle?

Each organization has its own requirements, but some of the reasons Remy has chosen to work with Eagle since 2000 include the following:

- Eagle works ONLY with QAD and the Eagle team has in-depth knowledge of how the two systems work together.
- Eagle's handhelds do not require software or software updates; they are just terminals and, therefore, not an ongoing update headache for the IT department.
- Eagle functions in real time, which adds significant value. There is no CIMload or any third-party ODBC interface to deal with.
- Eagle's tight integration with QAD means that Eagle can leverage QAD functionality with capabilities that are specific to automated data collection. For example, it is of value to Remy that they can print labels for everything that Eagle does.

The Last Word

According to Bill Paone, Eagle's Executive VP Sales and Marketing, *"Whenever companies take the time to explore and fully understand all the options and solutions available to them, Eagle invariably wins – and so does the customer."*

About Eagle

Eagle Consulting & Development is the leading provider of portable wireless technology solutions for users of QAD Enterprise Applications worldwide. Eagle's product, RF Express™ for QAD Enterprise Applications, provides functionality for fault-proof, real-time automated data collection at the single site or multinational level enabling manufacturers to achieve their data accuracy, inventory accuracy, labor cost and efficiency

goals. Over 800 QAD customers at 3,000+ sites around the world have chosen Eagle to meet their automated data collection needs.

For more information, visit www.eaglecondev.com or contact Bill Paone at +1-973-838-5006 ext. 119. RF Express™ for QAD Enterprise Applications is a trademark of Eagle Consulting & Development.