

Manufacturer Leverages the Power of a True Partnership and SAP Business ByDesign to Digitally Transform Operations

Challenge:

Magnet-Schultz of America (MSA), an engineering-oriented solenoid manufacturer, lacked a reliable partner that had strong product and industry knowledge to help the company address inefficient processes and advance its digital transformation.

Solution:

By partnering with VistaVu Solutions, an SAP partner with both industry knowledge and SAP Business ByDesign expertise, MSA dramatically increased the value of its technology investment.

Result:

Working with VistaVu, their teams have aligned orders and tasks, and have gained tremendous time savings from its system recommendations to fulfill orders.

Good partnerships have benefits for both parties. Two years ago, however, Magnet-Schultz of America saw little value from working with its former SAP Partner. "Our partnership felt more like a remittance-type of relationship," said Art Frausto, Network Administrator at MSA. "We only heard from them at payment time."

MSA knew it needed more from a partner. The global electromagnetic device designer and manufacturer headquartered in Westmont, Illinois needed advice on ways to better manage its supply chain and financial department, while maximizing its use of SAP Business ByDesign. Neither of these requirements were being delivered by its partner. "We'd ask a question, and their response was usually, 'We'll get back to you.' -- we didn't appreciate paying for their education," Frausto said.

When they realized the partnership would not improve, the MSA team agreed it was time for a change. They were introduced to FMT Consultants at an SAP user conference, and FMT had extensive knowledge in SAP Business ByDesign.



Industry: High Tech

Size: 100 Employees

Products & Services: Manufactures electromechanical devices

Location: Westmont, Illinois

<https://magnet-schultzamerica.com/>

In 2017, VistaVu acquired FMT, enhancing an already good partnership with even more capabilities and resources. With newfound confidence, MSA began planning to streamline and improve processes, including quality control, forecasting, and reporting to better manage and utilize the large volumes of data the company collects.

VistaVu Makes Things Happen

With an attentive and knowledgeable partner, Magnet-Schultz of America was able to accomplish many of its objectives. VistaVu assisted MSA with the traceability requirement for the International Standard for Automotive Quality Management Systems (IATF 16949) certification through a first in, first out (FiFo) project, followed by implementing barcoding for more efficient data collection and management.

Frausto said, "making the switch to an SAP partner with both industry and product expertise made a significant difference in our business -- especially in the areas of knowledge, product value, and responsiveness."

VistaVu matched MSA with Aaron McLaughlin, a VistaVu Customer Engagement Executive (CEE) who is the company's main point of contact.



Frausto said, "in addition to regular cadence calls, Aaron streamlined interactions between our two companies and was highly responsive. Aaron didn't simply wait to hear from me - he was proactive and sent regular emails to keep me informed of new features and ideas to help us better leverage our SAP system investment."

"We're impressed with VistaVu's knowledge base," Frausto said. "They know our product and our processes without having to look up information and get back to us." There is no longer a need for the MSA team to continuously educate their solutions partner like they had done in the past. With VistaVu, MSA has a trusted advisor that focuses on customer success and education. "We have benefitted from VistaVu's Q&A Café webinars to understand key features, we regularly browse their website content and product portals, and we actively participate in VistaVu's Customer Council," said Frausto. Through the council, the company stays connected with a network of other SAP ByD contacts to share tips and tricks that improve efficiency and workflows.

"One of the companies in the council demonstrated how they were using business intelligence (BI), and that inspired a few of our engineers to explore how it could impact datasets and reports for us," Frausto said. "It's an eye-opener to see what other customers are doing."



Results in a Short Time

Throughout the Magnet-Schultz of America organization, Frausto sees benefits and receives positive feedback regarding the partnership with VistaVu. Prior to the FiFo system implementation, the company's Receiving and Stock Room teams would need to physically go to 5 different warehouse locations to look for the boxes and tagging information. Now, with FiFo's location tracking capabilities and better inventory identification, MSA can quickly deliver components and products for efficient manufacturing and assembly. This has saved the team 720 minutes per week for each FiFo recommendation, which is significant. "We're very happy with the progress we've made in such a short time," said Frausto. "Overall, we're really happy with VistaVu."

"We are happy to let other businesses know that we're confident in SAP Business ByDesign and even more confident in VistaVu."

Art Frausto, Network Administrator

First Steps Toward a More Efficient, Competitive Future

Based on the success that MSA has seen in partnering with VistaVu, the company is moving forward with an SAP Management of Change (MOC) to begin to optimize its operations. Magnet-Schultz of America's department leaders are working to identify pain points -- many related to customized product manufacturing -- and they will work with VistaVu to establish priorities, a roadmap and budget for projects, and how to implement them with minimal disruption. In addition to more efficient operations, the goals for the project include keeping team members better informed through easier access to vital information, providing up-to-date information for board meeting discussions, and monitoring KPIs.

In addition, Magnet-Schultz of America has recently enrolled in VistaVu's Managed Application Services (MAS) support program to further streamline its support requirements, maintain a continuous and progressive learning strategy around SAP Business ByDesign, and to increase overall efficiency within their team by having an augmented support medium through VistaVu. By leveraging this support model, it enables MSA to further enhance their investment into ByD while maintaining core system functionality through additional resources without increasing staffing expenses.

With its ongoing positive experience, Magnet-Schultz of America is a willing reference for VistaVu whenever needed in the future. Frausto said, "We are happy to let other businesses know that we're confident in SAP Business ByDesign and even more confident in VistaVu."

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