

MANUFACTURING TRANSFORMATION

From Legacy Limitations to Cloud Innovation

How C.U.E., Inc., Modernized with Infor
CloudSuite Industrial ERP



C.U.E., INC.

Industry: Plastics Manufacturer

Software: Infor CloudSuite
Industrial (SyteLine) ERP

Company Size: 100 employees

Location: Cranberry Twp., PA



C.U.E., Inc.

Legacy Limitations to Cloud Innovation

Founded in 1986, C.U.E., Inc., a manufacturer specializing in cast urethane products, faced challenges that were impeding their growth and operational efficiency. These issues were exacerbated by outdated technology and an inability to keep up with modern manufacturing demands. For years, C.U.E. relied on Symix 4, a legacy ERP system that, while once cutting-edge, had become a bottleneck for the company. Symix lacked the flexibility, real-time capabilities, and integration needed to support the company's evolving business needs.

The solution: upgrading to Infor CloudSuite Industrial 10, a modern ERP system that would not only streamline operations but also offer scalable solutions for the future.





C.U.E., Inc.

Challenges Solved with Infor CloudSuite Industrial



Limited Access to Data & Inadequate Collaboration

Symix restricted real-time data access and hindered cross-departmental collaboration, slowing decision-making and efficiency.



Real-Time Data & Seamless Collaboration

CloudSuite Industrial provides real-time, live data accessible to all users and enhanced functionality for sharing information between departments.



Inefficient Production & Manual Processes

Reliance on manual data entry and rudimentary scheduling in Symix led to errors, delays, and inefficient production planning.



Streamlined Production with Factory Track & APS

Factory Track eliminated manual data entry, while Advanced Planning and Scheduling enabled concurrent scheduling, improving accuracy and on-time production.



Inability to React to Market Pricing Changes

Symix's limitations made it impossible to dynamically adjust pricing in response to frequent raw material cost fluctuations, hurting competitiveness.



Competitive Pricing with Real-Time BOM Insights

Infor CloudSuite Industrial allowed C.U.E. to drill into the BOM, adjust pricing in real time, and automate processes, saving time and reducing errors.



Outdated Infrastructure & High Operational Costs

Aging on-premises infrastructure tied to Symix was costly to maintain, lacked scalability, and raised security concerns.



Cloud-Based ERP for Cost Savings & Scalability

Migrating to the cloud reduced infrastructure costs, improved security, and enabled remote work, attracting younger talent.

Overcoming Legacy Challenges with Modern Solutions

Breaking Down Silos with Real-Time Data and Collaboration

Challenge: C.U.E. was operating on Symix 4, a legacy ERP system that limited access to real-time data and hampered collaboration between departments. Symix's outdated architecture made it difficult for employees to access accurate information on demand, which affected decision-making. Departmental silos made communication and coordinated efforts difficult, slowing down processes.

Result: After upgrading to Infor CloudSuite Industrial, C.U.E. immediately benefited from real-time, live data accessible by everyday users. The ability to edit and access reports on demand allowed teams to be proactive instead of reactive. Key roles, like the production scheduler, were empowered with DataViews, enabling them to predict production needs more accurately and adjust materials and resources accordingly. With enhanced functionality for sharing information, collaboration between departments became seamless, improving overall efficiency and communication.

Automated Production for Precision and Efficiency

Challenge: C.U.E. faced inefficiencies in production, primarily due to the reliance on manual processes. For example, production data had to be manually input after each shift, leading to errors, delays, and inaccurate reporting. The limited functionality of Symix meant scheduling and material planning were rudimentary and often required significant manual adjustments.

Result: The new system introduced Factory Track, which eliminated manual data entry on the production floor, improving timing and accuracy. With the addition of Advanced Planning and Scheduling (APS), C.U.E. was able to enhance its production planning. The company switched to a concurrent scheduling method, where multiple production tasks could be scheduled simultaneously. This shift in scheduling philosophy allowed C.U.E. to operate more efficiently and plan more effectively, ensuring better resource utilization and on-time production.



Gaining Market Agility with Dynamic Pricing Tools

Challenge: C.U.E. faced significant challenges in responding to frequent raw material price fluctuations, a critical issue in urethane molding manufacturing. Raw material costs changed nearly every day, requiring the company to adjust pricing dynamically. However, the limitations of the legacy system made this nearly impossible. The system lacked the ability to drill down into the bill of materials (BOM) to identify specific parts affected by raw material cost changes. As a result, C.U.E. had to manually sift through thousands of part numbers, a time-consuming and error-prone process that delayed pricing adjustments and impacted competitiveness.

Result: With Infor CloudSuite Industrial, C.U.E. gained the ability to react to market pricing changes in real time. The system's advanced functionality allowed the company to drill down into the BOM and identify specific parts affected by raw material cost increases. This enabled C.U.E. to adjust pricing dynamically and accurately, ensuring they remained competitive in a volatile market. The automation of this process eliminated the need for manual intervention, saving time and reducing errors.

Scaling Security with Cloud-Based Innovation

Challenge: The company's aging hardware and on-premises infrastructure, tied to Symix, were becoming increasingly costly to maintain. Symix's lack of cloud compatibility and reliance on physical servers created limitations in terms of scalability and flexibility. This also raised concerns about the security and reliability of their systems, especially as the business continued to grow.

Result: By migrating to the cloud with Infor CloudSuite Industrial, C.U.E. eliminated the need for on-premises infrastructure. This move resulted in significant cost savings, as they no longer had to maintain physical servers or deal with associated overhead. The shift to the cloud also addressed concerns about security. With C.U.E.'s data stored securely in the cloud, they benefit from the expertise of a dedicated team handling security and backups, allowing the company to focus on running the business instead of managing IT infrastructure. The cloud-based system also made remote work more feasible, attracting younger employees who valued flexibility and modern technology.

As Tony Santangelo, Controller at C.U.E., noted, "We put security in the hands of people that do that well so we can focus on running our business instead of maintaining our servers and worrying about cyberattacks."

"We will never have to do another ERP implementation again. We will evolve with CloudSuite Industrial."

- Tony Santangelo
Controller
C.U.E., Inc.

Results at a Glance



Access to Real-Time Data

Employees can now make decisions based on live data, improving forecasting, material management, and pricing strategies.



Improved Productivity

Eliminating manual data entry and paper-based processes led to a substantial boost in productivity. Automated systems like Factory Track and electronic invoicing streamlined operations and reduced errors.



Dynamic Pricing Adjustments

The ability to drill into the BOM and adjust pricing in real time allowed C.U.E. to remain competitive in a volatile market.



Cost Savings

Migrating to the cloud reduced hardware and infrastructure costs, freeing up resources for other growth initiatives.



Enhanced Security

With data stored securely in the cloud, C.U.E. benefits from advanced security measures and dedicated support, reducing the risk of cyberattacks and ensuring data integrity.



Improved Collaboration

Real-time data sharing and tools like DataViews enabled seamless collaboration across departments, improving communication and efficiency.



Attracting Younger Talent

The modern, cloud-based system and remote work capabilities positioned C.U.E. to attract younger employees who value flexibility and modern technology.



Scalability for Growth

The cloud-based ERP system provides the flexibility and scalability needed to support C.U.E.'s ongoing growth and future expansion.

Ongoing Optimization & Commitment to Growth

Next Steps

C.U.E. is committed to building on the success of its Infor CloudSuite Industrial implementation by exploring additional functionality to further optimize operations with the help of Decision Resources. They plan to expand the use of Factory Track to enhance production efficiency and accuracy. Additionally, C.U.E. is exploring Advanced Forecasting to improve demand planning and overall business agility. These efforts will support the company's ongoing growth and ensure it remains competitive in a rapidly evolving manufacturing landscape.

Final Takeaway

Partnering with Decision Resources to upgrade to Infor CloudSuite Industrial has not only solved critical operational issues but has also positioned C.U.E. for long-term growth. By embracing the built-in functionality of CloudSuite Industrial, C.U.E. has avoided the need for costly customizations while ensuring they remain on the latest version of the software.





412.562.9660 | info@decision.com | decision.com