



CASE STUDY: MANUFACTURING COMPANY LEVERAGES CLOUD-BASED ERP SOLUTION TO IMPROVE EFFICIENCY

Company Overview

- Locations: Mason, OH, Singapore, Dubai, and Derby, England
- Industry: Manufacturing
- Established in 1967
- Website: rhinestahl.com/cts

Success Highlights

- Ability to leverage ERP system
- Meets industry compliance regulations
- Receives full software support
- Updated hardware infrastructure

Business Challenges

- Unable to take advantage of new Epicor capabilities
- Outdated hardware infrastructure
- Ending software support

Solution

- Cloud-Based Epicor Kinetic

Benefits

- Employees can fully leverage Epicor ERP system
- Minor upgrades for new product releases
- Ability to scale up or down according to their business' needs

Based in Mason, Ohio, Rhinestahl is the world-leading OEM engine tooling provider for commercial, military, and aero-derivative industries. They manufacture the highest quality engine tooling across the globe. Epicor ERP is critical to Rhinestahl's overall growth. Meeting industry compliance requirements and running business operations is essential to their success.

Rhinestahl used Epicor for over thirteen years in an on-premise environment to support its specific manufacturing and business operations. To avoid becoming obsolete and following compliance, Rhinestahl has consistently updated systems to invest in keeping the software current and looked to Encompass to help ensure they could get on a system with active support, meet compliance standards, and new functionality contained in the latest Kinetic releases. Following their successful upgrade to Kinetic, Rhinestahl can fully leverage the latest capability, receive compliance updates, and remain fully supported. They also have a simplified plan for support by continuing to upgrade with the cadence and embracing new performance.

Challenges with the Prior ERP Environment

Rhinestahl has always leveraged Epicor ERP to follow best practices in the industry. The latest enhancements released with Kinetic are critical to them. Support from Epicor for any system issues or compliance needs was crucial to the business, and Rhinestahl was running 10.2.100 - which would no longer be supported.

With Rhinestahl running on-premise, this upgrade meant investments in upgrading hardware infrastructure to meet the minimum requirements for the latest version of on-premise Kinetic. Adding to the upgrade complexity, Rhinestahl had several business-critical integrations that needed to work with the upgrade, along with critical customizations to the ERP software that needed to be rebuilt and tested to work with the latest version.

Benefits of Moving to Cloud-Based Epicor Kinetic

By being current on the latest cloud-based Epicor Kinetic versions, Rhinestahl is set for growth, and its employees can fully leverage the ERP system and get the most value from their investment.

Rhinestahl's custom upgrades to Epicor Kinetic and moving to new servers went seamlessly with no downtime and was implemented in less than three months with the help of Epicor's partner, Encompass Solutions. Encompass assisted in all aspects of the upgrade - from architecting the deployment of Kinetic on the servers to uplifting custom integrations, screens, BPMs, and reports - ensuring that the project followed best practices, including facilitating & supporting testing prior to the final upgrade to Kinetic.

Now that the upgrade is behind them, Rhinestahl can implement a new Epicor Kinetic user experience and take advantage of its intuitive, configurable capabilities, and actively receive support updates and any changes for compliance under Active Support.

"Encompass provides excellent technical resources that can assist us with upgrades and customizations. Encompass has individual resources that possess both technical and project management skills and those are the kinds of consultants we like to work with. Rhinestahl would not be where it is today without Encompass' help." John Hoevenner, Rhinestahl