



GLASSCELL ISOFAB

INTEGRATING PROCESSES TO IMPROVE VISIBILITY AND CONTROL

QUICK FACTS

Industry

Mill products – commercial building insulation and accessories

Employees

150

Headquarters

Toronto, Ontario

Web Site

www.glasscellisofab.com

SAP® Solutions and Services

SAP® Business All-in-One solution

Implementation Partner

Illumiti

Key Challenges

- Upgrade legacy non-SAP and SAP® software and unify on a single solution
- Centralize demand management processes
- Standardize operations among distribution centers

Implementation Best Practices

- Changed internal process to comply with software instead of customizing
- Upgraded existing SAP software in development environment, tested fully, and then rolled out simultaneously to all facilities
- Used ASAP methodology
- Selected a proven implementation partner

Financial and Strategic Benefits

- Increased inventory visibility to support decisions and processes
- Eliminated master-data duplicates for improved inventory control
- Improved access to sales and cost data to better manage finances
- Enhanced reliability with scalable solution sized appropriately for business needs
- Streamlined processes to avoid double-entry data errors and improve time management

Why SAP Was Selected

- Provided needed functionality in an integrated environment
- Leveraged existing investment in SAP software
- Enabled a fixed-scope, fixed-price implementation

Low Total Cost of Ownership

- Reduction in number of applications and interfaces to support
- Minimal customization
- Elimination of legacy software
- Leveraging of existing infrastructure
- Tightly managed project scope
- Use of in-house resources to conduct training

GlassCell Isofab Inc. operates eight distribution and manufacturing facilities in Canada and offers a diverse product line ranging from glass fiber to mineral fiber and sound-deadening metal. After a recent merger, GlassCell decided to standardize and unify its business processes with the SAP® Business All-in-One solution. Now the company has an integrated view of its business and can more easily scale and adapt to meet changing needs.

Operational Benefits

Key Performance Indicator	Impact
Support calls to IT	-50%
Production productivity	+10%
Days to close books	-35%
Audit processing time	-20%
Receivables and payables processing time	-20%



“With SAP Business All-in-One, I can see data for the entire company without having to go to multiple sources.”

Sue Dombey, Chief Financial Officer, GlassCell Isofab Inc.

Integrating Processes with SAP® Software

GlassCell Isofab Inc. helps its customers keep noise and temperature under control with distributed and manufactured acoustical and thermal insulation products. The company had gained a solid reputation for its stellar products, technical support, and sales team. One factor, however, interfered with GlassCell's ability to keep its own operations under control – a disparate software landscape.

As a result of acquiring several companies, GlassCell had eight distribution and manufacturing facilities that were running different software. GlassCell wanted to standardize on a single enterprise resource planning (ERP) software application and selected the SAP® Business All-in-One solution. As Sue Dombey, GlassCell's chief financial officer, explains, “We considered several options. Ultimately, we selected SAP software since it met our needs. And some of our facilities were already running legacy versions of the software.”

Achieving a Fast Implementation

GlassCell connected with a proven implementation partner, Illumiti, and began to implement the software. The company followed the ASAP methodology and avoided software customization to keep the project within a fixed price and scope. “We didn't see the need to

reinvent the wheel,” S. Dombey adds. “We changed our internal processes to work with the software, not the other way around.” This decision not only made for a faster implementation; it would help GlassCell control costs of future upgrades.

The project stayed on schedule and was completed in record time – two months from start to finish. “We upgraded in a development environment, reconciled master data, and then tested and validated,” S. Dombey explains. Training was completed with in-house resources through classroom instruction and online Web conferences.

Gaining Insight with a Unified View

By implementing SAP Business All-in-One, GlassCell gained a comprehensive view of the business to support operational decisions and efficiency. Working from a single solution, GlassCell standardized operations among its distribution centers. The company also eliminated master-data duplicates to improve inventory control. Regardless of their location, personnel can access a single database for an accurate and up-to-date view of current demand and compare it to inventory levels across the enterprise.

Financial processes are more efficient. “We're able to get financial results more quickly and without manual intervention, allowing us to speed our receivables and payables processing time by 20% and our days to close our books by 35%.”

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S. Dombey adds. “Our financial data is now centralized so we can see sales and cost information to understand our business better and control expenses as we meet customer demand.”

Controlling IT Costs

GlassCell does not have a large IT support team, so reducing the complexity of its disparate software landscape was a key driver for this project. “Calls to IT support have dropped by 50%,” S. Dombey says. Reduced complexity also equates to increased savings in IT maintenance costs. “Now we have just one central server and one software application to manage, where before we had eight,” S. Dombey adds.

Looking Ahead

As GlassCell continues to streamline its operations, it will look to refine other processes. “We're going to look into costing – labor costing, overhead costing on products – and we'll fine-tune our sales pricing to establish uniformity. Now that we've resolved our technical issues, we can focus on these strategic objectives,” S. Dombey comments.

Implementation Partner

Illumiti is a system integration and management consulting firm that delivers business value by simplifying the complexities of implementing and managing enterprise software to ensure maximum ROI for our clients.



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