

# RAMSEY PRODUCTS CORPORATION SHINES WITH SYTELINE



## Godlan Implementation a Decade Ago Continues to Excel

### ABOUT RAMSEY PRODUCTS CORPORATION

For more than 85 years, Ramsey Products Corporation has focused on helping customers with the selection and application of silent chain drives. Ramsey Products manufactures and supports the world's widest range of standard and custom designed silent chains and sprockets for industrial applications, including conveyor systems and power generation. The custom designs result in chains and sprockets to fit customers' exact requirements.

### WHY SYTELINE?

Over 10 years ago, Ramsey was using a customized software package that had originally been developed for Wang computers. Created prior to the advent of Windows operating systems and intelligible graphical user interfaces, the software included a closed database making it difficult to extract information and run useful reports. "We were limited by the software that we were using, and the supplier was no longer adding new features to improve the product," said Bill Hall, president of Ramsey Products. "It was time to find a solution that helped us better manage operations and track trends. Godlan offered the type of functionality that would grow with our business."

In 2001, Ramsey conducted an extensive evaluation of available ERP packages and reviewed Gartner Research recommendations. Ramsey determined that SyteLine included the features that were relevant to their business. "SyteLine offered modules that corresponded to our manufacturing operation, and it was consistently at the top of Gartner's ERP list," explained Hall. In addition, Godlan, an Infor ERP SyteLine partner, put Ramsey in touch with SyteLine users to hear their stories.

*"Godlan enabled us to speak directly to SyteLine users so we could hear feedback from companies like us who were using the software. These positive reviews were instrumental in our decision of selecting Godlan and SyteLine."*

**BILL HALL**  
PRESIDENT, RAMSEY PRODUCTS

After reviewing research, talking with SyteLine users, and watching product demos from Godlan, Ramsey was confident in their decision to select SyteLine as their ERP solution.

### RAMSEY'S BENEFITS

- ✓ Streamlined order tracking and manufacturing processes
- ✓ Improved productivity and company efficiency
- ✓ Managed payroll without the use of an additional software package
- ✓ Real-time access to order details for improved customer service
- ✓ Ability to extract meaningful reports to analyze trends and make business decisions

### Streamlining Operations

Ramsey uses SyteLine to complete many of its primary business functions efficiently, allowing for more streamlined operations. The company benefits from seamless order management with order tracking features and also controls manufacturing processes via job tracking. And, Ramsey runs its entire payroll through SyteLine.

*"SyteLine not only allows us to enter and manage orders and track jobs more quickly, but it has improved our administrative processes as well. Being able to use the software for both payroll purposes and manufacturing functions certainly increases our ROI."*

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Additionally, order tracking has helped improve customer service substantially. "With SyteLine, we have immediate, real-time access to any customer's order. A sales representative can log into the system, access an order, and provide a customer with needed information," said Hall. "Finding out the status of an order was not easily done before."

*"In the past, our sales representatives would have to go out to the shop floor to determine the status of an order, wasting valuable time. SyteLine offers feedback on the status of orders such as ship date, delivery date, product weight, and more—helping to increase efficiency and improve customer service."*

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#### **Tracking Business Trends**

By using SyteLine over a number of months—and now years—Ramsey benefits from useful company data. "By utilizing SyteLine over so many years, we have a much better ability to view trends in our performance. We can see what we did over the last six months—or the last six years—regarding trends in orders and component usage," said Hall. "We have the ability to analyze how our business is operating from all standpoints—manufacturing, inventory, financial—every area," continued Hall.

*"If we have any question about our business, SyteLine allows us to extract meaningful reports to find out what is actually happening. Information is available in various forms and easy to access, giving us important feedback and details about business trends. Before SyteLine, this information was difficult, if not impossible, to retrieve."*

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With useful reports, Ramsey knows where they stand, and they can also make educated decisions based on the latest trends in their operations. "I can't stress enough the importance of having accurate, up-to-date information on the status of our business. Tough decisions are made much easier," said Hall.

#### **IN CLOSING**

As a world leader in silent chain manufacturing and distribution, Ramsey Products relies on SyteLine for day-to-day operations. "SyteLine enables us to place and track orders efficiently, manage payroll, generate useful reports and, simply, run our business," said Hall. "What's also important is that Godlan keeps us informed of the latest updates to SyteLine, so we are confident that, like us, the product will continue to grow and improve."



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