

# PATTERSON PUMP SUCCESSFULLY UPGRADES ERP FROM PROGRESS SYMIX TO SYTELINE



## ABOUT PATTERSON PUMP

Around the globe, wherever liquid moves in large volume or at high pressure, you will find Patterson heavy-duty pumps and packaged systems. The world comes to Patterson for HVAC and fire suppression technology, meeting pumping demand in water supply, irrigation, flood prevention and wastewater treatment, and industrial solutions.

## WHY GODLAN?

In the early 1990s, Patterson selected Progress Symix as their ERP solution. The company used Symix successfully but encountered issues running reports to Excel, amassing several hundred modifications, and creating a substantial investment in the product. Consequently, Patterson chose not to upgrade beyond SyteLine 5 until there were major functionality improvements that would positively affect their operation. New features available in SyteLine 8 made an upgrade seem like a good move.

*"We delayed upgrading until there was significant motivation. We decided to move forward when SyteLine 8 offered event manager, work center sequencing, alternate items, and most importantly, a tight integration with Excel."*

JEFF WILLIAMS  
DIRECTOR OF COMMUNICATIONS,  
PATTERSON PUMP

Patterson's SyteLine deployment did not involve live instructor-led training. Instead, the company assigned specific knowledge zone sessions based upon the modules required by the user. Patterson then piloted using a converted copy of their live data to verify that everyone could perform all their day-to-day tasks effectively in SyteLine.

## PATTERSON PUMP BENEFITS

- ✓ Improved flexibility with user permits, allowing for more control of forms
- ✓ Greater productivity with effective utilization of filters
- ✓ Ability to create .PDF files for all reporting and export record sets to Excel
- ✓ Better informed customers through the use of SharePoint portals
- ✓ Automated transactions with the Event System for greater efficiency
- ✓ Enhanced standards for delivery and quality unmatched in the industry

*"Godlan was key in validating our training and pilot preparation for go-live. They knew both the SyteLine 5 and SyteLine 8 environments thoroughly and provided exceptional process mapping between the two environments."*

JEFF WILLIAMS  
DIRECTOR OF COMMUNICATIONS,  
PATTERSON PUMP

## UPGRADE SUCCESS

From Patterson's perspective, SyteLine is slightly more complex to manage than Progress yet much more intuitive, and it also provides greater flexibility in return, particularly with permissions. "Being a publically traded company with SOX compliance requirements, managing user permits is a big deal for us," explained Williams. "SyteLine provides the capacity to permit on the component level, which gives us the ability to control individual fields on a form."

*"If we can enable third parties to serve themselves in a process that does not require human intervention, then we can free our employees to focus on the important tasks."*

JEFF WILLIAMS  
DIRECTOR OF COMMUNICATIONS,  
PATTERSON PUMP

All departments use SyteLine to better meet their individual goals, and it has also helped Patterson set standards for delivery and quality that few can match in their industry. Furthermore, Patterson continues to grow shipments and revenue without adding additional support staffing.

*"SyteLine has definitely permitted us to grow our revenue while not growing the number of employees running it."*

JEFF WILLIAMS  
DIRECTOR OF COMMUNICATIONS,  
PATTERSON PUMP

## **IN CLOSING**

For companies considering an upgrade from SyteLine 6 or earlier, Patterson's Williams commented, "There are very significant advantages all around in being on a package written to be .net compliant. It opens the door for efficiency building integration that is cost prohibitive to accomplish in Progress." To Williams, administering SQL is actually easier and a little more flexible than Progress. Additionally, Patterson prefers the SyteLine user interface over the Progress-based interface, explaining that SyteLine scales visually and permits personalizations that will make users more productive and easier to train.

*"Fully integrated configurators, especially on the backend (BOM auto-generation), give us a very significant advantage over our competition. A manually managed company will rarely be able to effectively compete with a company with well deployed integration. It simply isn't a fair fight."*



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