

# CT PRODUCTION RE-SELECTS 123 INSIGHT AFTER SELECTED SYSTEM FAILS, REAPING BENEFITS

CT Production Ltd, based in Poole, Dorset provide electronic manufacturing services. Originally founded in 1982, current MD Mario Morilla took over the company in 2015 after the previous owner retired. The company relied on an MRP package that had limited capabilities, as Mario explained; "Although we had reasonable control of our stock there was no serial number tracking capability and we couldn't take data out of the system and manipulate it. We were also looking to enter the aerospace and military markets, so CRM was an important factor to assist with managing ISO9001, SC21 and AS9100 accreditations."

They decided to research the market and looked at several systems that offered a combined MRP/CRM solution. The short term aim was to improve traceability of products and communications, with the long term target of integrating third party data such as test results and spectrum analysis into the system so that QA documentation can be quickly compiled at the point of shipping.

Several staff attended two of 123 Insight's Evaluation Workshops in March and May of 2011. Said Mario; "We came away incredibly positive. However, others, including the then MD, that attended the second workshop did not share that view. In the end it was a 3/2 vote for another system."

It had taken two years to reach a decision on a solution and they started implementing the

other system in June 2013, however after purchase it quickly became apparent that it would not meet their needs.

Four months after selection the company decided to halt the implementation. Staff immediately attended 123insight's six days of no-obligation training on the understanding that if the system didn't work for them they could walk away with nothing to pay.

After the training was completed the decision was made to immediately select 123insight and move ahead with a staged implementation. Said Mario; "We decided to start off with sales orders, works orders, delivery notes and invoices. There were a couple of additional minor functions that we needed for purchasing, so we spoke to 123insight and agreed a timeframe for development."

CT Production used 123insight's Data Import Toolkit to transfer the data from their old system. During the implementation process a dummy system was set up while the additional functionality was being written. This allowed them to get accustomed to the software.

After going live the company immediately saw several benefits. Paper saw a drastic reduction, as documents such as invoices were now emailed as PDFs or viewed on screen when needed. Jason Raby, Engineering Manager noted; "Paper used to go missing all the time,

but that just doesn't happen anymore." A 'tracker' document used to follow jobs around production, but the information that this provided is now viewed on screen.

CT Production selected 123insight based on the combination of its MRP capabilities and the integrated CRM+ option. Together they provide traceability not only for manufactured products but also for processes and communications within the business. This has allowed staff instant visibility to information thus spending less time chasing data around the facility.

Given their previous experience CT Production were initially concerned as to the level of support they could expect, but Mario was very satisfied with it; "Support has been really good. With 123insight if we haven't got an answer straight away it's not long before someone else calls back with it."

Concluded Mario; "Although we initially selected the wrong system it was a no-brainer to re-select 123insight. The investment we made was paid back pretty quickly and it leads to ongoing savings. We're always getting more out of the system which is constant payback. In fact, we've won customers because of some of the functions that 123insight has, such as traceability and the linking of test information to orders."

**Tel: 01489 860851**

**Email: [info@123insight.com](mailto:info@123insight.com)**

**Web: [www.123insight.com](http://www.123insight.com)**