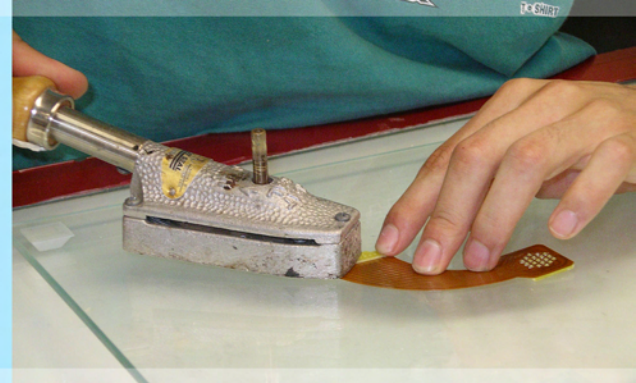


All Flex Inc.

Cimnet Systems™ ERP



Flexible Printed Circuits Manufacturer Increases Revenues by 130 Percent After Implementing ERP from Cimnet Systems

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— **Deb Carlson**, Materials Manager, All Flex Inc.

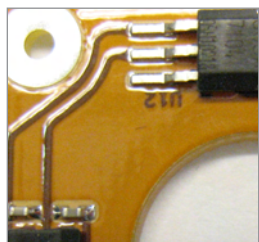
Flexing to Meet Customer Demands

All Flex started as a quick-turn prototype and low-volume manufacturer of single and double-sided flex circuits, then expanded to include medium-volume production, as well as engineering, test and assembly capabilities. With 100 employees in two locations, All Flex serves industrial, medical, aerospace and military customers.

All Flex is proud of its ability to deliver on short deadlines and promises to respond to price quote requests within 24 hours. The company works hard to deliver superior service through continuous improvements in flexible circuit fabrication processes to meet customer requirements.

Homegrown Systems Cause Problems and Stunt Growth

It's really difficult to manage a dynamic, growing business using only Excel spreadsheets, but that's exactly what was happening at All Flex five years ago. All inventory records were in Excel and updating was spotty and unreliable.



As a result, parts shortages often caused production delays and picking parts was more of a scavenger hunt.

Since there were no integrated systems, information was entered multiple times in different spreadsheets (for inventory, shop orders, sales orders and financials) and nothing was synchronized or coordinated. Job costing was not accurate which made quoting difficult.

PCB-Specific ERP Solution Found

In searching for a system, All Flex put a premium on industry knowledge and experience and found what it was looking for in Paradigm® ERP from Cimnet Systems. “We wanted a package that was designed for the printed circuit industry ... and a partner that would understand our situation when we called on them for help or technical support,” said Materials Manager Deb Carlson. Several employees had previous experience with Paradigm ERP, which helped the company facilitate a rapid and successful implementation. “Top management and the company owner were committed to supporting quick implementation and expected daily feedback on progress,” said Carlson. “That made a huge difference.”



Return on Investment at a Glance:

All Flex Inc., a Northfield, Minn.-based manufacturer of flexible printed circuits, saw the following return on investment after implementing Paradigm ERP from Cimnet Systems:

- Increased sales by greater than 30 percent each year from 2003 through 2006.
- Increased margins by 10 percent after adjusting job costing to reflect actual versus average costs.
- Reduced returned materials by 50 percent due to graphics in travelers.
- Reduced production delays due to parts shortages from 15 percent to less than one percent.
- Significantly improved shop floor tracking and visibility.
- Eliminated redundant entry for sales orders, POs and shipping.

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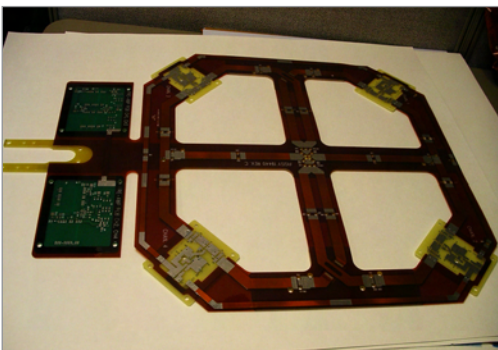
— **Deb Carlson**, Materials Manager, All Flex Inc.

Unprecedented Data Availability Leads to Growth

Immediate changes in the inventory area produced quick results for All Flex. With good records of what they had, and where it was, production was no longer delayed because of missing parts, and purchasing could order parts early enough to avoid shortages. Good inventory records enabled the implementation of MRP, which was key to achieving a greater than 30 percent increase in sales each year between 2003 and 2006. During that same period, more accurate job costing and quoting allowed the company to improve gross margins by 10 percent.

All Flex added graphics to shop order travelers, reducing production errors and cutting product returns in half, a huge benefit in both direct costs and customer confidence. "It can be difficult for (plant floor) workers to interpret drawings and get part placement exactly right. By putting graphics into the travelers, we have been able to give clear instructions where needed and avoid errors that result in returns," Carlson said.

There have been significant administrative savings as well. Redundant data entry has been virtually eliminated, and integration between applications means that the data is consistent across customer order records, shop orders, shipping, invoicing and financial records.



The ability to track errors and rejects has enabled the quality department to focus on scrap reduction, part quality and process improvement. Reject history is carefully reviewed and evaluated to identify opportunities for improvement in areas that will generate the largest impact on profit margin and customer satisfaction.

According to Carlson, company employees refer to the time before the introduction of Paradigm as "the dark ages." One consultant that worked with the company for an extended time once asked, "Is there any data I might ask for that you can't get out of that system?" Users are particularly pleased with the availability of information in standard reports. "Before, we didn't have information at our fingertips," said Carlson. "We are now a data-driven company. Before, we operated on gut feel alone."

Regarding the benefits of Paradigm, perhaps the most telling is Carlson's summary: "All Flex could not have sustained the tremendous growth in sales over the past four years (greater than 30 percent each year) without an integrated manufacturing system." She added that growth was achieved with little or no increase in administrative labor. Combined with the increase in margin, reduced errors and returns, greatly improved on-time record and quality improvement, Carlson believes that All Flex is a shining example of what a company can accomplish with dedication and the right set of tools.

CASE STUDY

"We wanted a package that was designed for the printed circuit industry."

— **Deb Carlson**,
Materials Manager,
All Flex Inc.



Cimnet
A Consona Industry Solution
901 Warrenville Road
Lisle, IL 60532

TEL (630) 512-8350
FAX (630) 241-3158
Toll Free (800) 245-1246

info@cim-sys.com
www.cim-sys.com