



Contour Glass transforms business processes and increases revenue with Infor VISUAL

Facts at a glance



Headquarters
Surgoinsville, TN



Industry
Industrial
Manufacturing



Products
Infor VISUAL®



Implementation partner
Business
Technical
Consulting,
LLC (BizTech)



Web site
contourglass.com

The need for change

Contour Glass was founded in 1985 as a niche, specialty glass tempering company for the appliance, aquarium, and millwork industries. The company is a highly profitable organization that spent years conducting most of its business processes on paper, using just two computers and a printer. In 2011, Contour Glass was acquired by a private equity group that recognized a number of deficiencies in the company's processes. This included a lack of transparency, monthly accounting processes that took too long, and production planning that was done manually. Contour Glass realized that the time was right to implement an ERP system to help transform the company and optimize its processes.



“With Infor VISUAL, we know our production efficiencies, the status of customer orders, and sales volume—all on a daily basis. We have transparency into daily reports with Infor VISUAL.”

Chip Game, CFO, Contour Glass



Using technology to enhance operations and maximize profits

Optimizing processes

To help the company move forward and take greater control over its processes, Contour Glass implemented Infor® VISUAL. With Infor VISUAL, Contour Glass was able to automate its production processes and gain real-time access to production data. As a result, the company could identify production inefficiencies using daily and hourly reports generated by Infor VISUAL. The company also increased visibility into production processes, allowing it to take corrective measures on the production floor in a timelier manner. Access to real-time data also meant that decision makers had access to key information that could help them proactively manage production processes.

- 78% increase in profitability from greater transparency of production processes.
- 100% increase in sales over four years
- 75% reduction in raw materials inventory
- 50% reduction in finished goods inventory

Enhancing customer relationships

Contour Glass also used Infor VISUAL CRM to better understand its customers. Using a log of customer likes and dislikes, the organization was able to evaluate and exceed customer expectations. Contour Glass was also able to better understand the needs of prospective customers, which has allowed the company to win an increasing number of new orders. Additionally, Contour Glass has been able to keep its customers happy because it can identify quality issues well in advance, which allows the company to take corrective measures before products are even delivered to customers. Contour Glass has also been able to use the system to pinpoint the root causes of problems and better understand exactly what actions are needed to ensure optimum quality.