CONFIGURE ONE CLOUD
from revalize

Shower Glass Company

Streamlines Complex Order Configuration

ORACLE
NETSUITE

www.netsuite.com

Quality Enclosures
www.qualityenclosures.com

Quality Enclosures, Inc. provides high-quality shower enclosures and tempered glass. Since it was founded in Long Island, NY in 1963, the company has grown nationally, adding manufacturing facilities, tempering plants and distribution hubs in Florida, Georgia, Tennessee, South Carolina and Virginia.

Challenge

As the company grew and changed its corporate structure, it needed a more robust and customizable ERP. It also wanted to streamline its complex, manual sales order configuration process.

Solution

Quality Enclosures selected NetSuite as its ERP and Configure One Cloud to automate and simplify configuration for its highly customized products.

> Whereas previously, it took fourto-six weeks to train an employee to learn to accurately input orders, we can now teach them to do so in one hour. Instead of having to learn detailed rules for cutting glass for different shower options, they simply enter the measurements and the system does the rest."
>
> **Nick Papas**
> (Technology Supervisor for Quality Enclosures)

Benefits

NetSuite adapts to the company's new corporate structure and enables it to better control inventory. Configure One Cloud cuts the time and expertise necessary to configure orders while reducing errors.

Quality Enclosures speeds and improves accuracy for order configurations with Configure One Cloud and NetSuite

Six years ago, Quality Enclosures repositioned itself as a provider of high-end shower stalls and services and expanded its national reach. The company subsequently tripled in size. At the same time, it transformed its corporate structure, adding several subsidiaries. With these changes, the company outgrew its ERP and went looking for a more robust and customizable ERP solution.

It selected NetSuite. Since going live in April of 2017, Quality Enclosures has used NetSuite to manage inventory, sales, orders, invoicing, taxes and more. "NetSuite's key benefit is that it allows us to set up our company the way we want to and gives us better control over inventory, making it easy to track and move inventory between locations," says Nick Papas, Technology Supervisor for Quality Enclosures.

To keep ahead of further growth, Quality Enclosures also wanted to streamline its order entry process. Each shower enclosure is custom. An expert had to perform a complex process to calculate how much metal and glass was necessary at what width and length for each order.

The company chose Configure One Cloud to automate and simplify this manual process. "Configure One Cloud required minimal customization and integrated well with NetSuite," says Papas. "As a web-based system, it would also support our nationwide expansion."

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Automating Product Configuration Processes

The company implemented Configure One Cloud in June of 2018 with minimal customization.

Today, when sales agents open an order within NetSuite, they are transferred to Configure One Cloud. There, they input measurements for the desired shower enclosure. Configure One Cloud returns the correct configuration and price, along with descriptions and documents for production. NetSuite automatically stores information necessary for product assembly and creates purchase orders for the tempering plant.

Company Snapshot

Company:

Quality Enclosures
www.qualityenclosures.com

Partner Name:

Configure One Cloud

Location: Chicago, IL
www.configureone.com

Speeding and Simplifying Order Entry While Reducing Errors

Using Configure One Cloud, Quality Enclosures has reduced the expertise and time necessary to fulfill orders while reducing errors.

"We no longer need a shower glass expert to build orders," says Papas. "Whereas previously, it took four-to-six weeks to train an employee to learn to accurately input orders, we can now teach them to do so in one hour. Instead of having to learn detailed rules for cutting glass for different shower options, they simply enter the measurements and the system does the rest."

Staff can complete each order much faster. "Agents used to process about 40 orders a day. With Configure One Cloud, they can complete 50 to 60 orders during the same period. That's a 50% improvement."

Accuracy is greater as well. "We no longer see the mistakes that come from manual entry, such as orders coming back the wrong size."

Quality Enclosures has also improved customer service. The company can create and print stickers that tell its builder or contractor customers what's included with each order, so they know what to bring to the customer site.

While the Configure One Cloud solution currently focuses on shower enclosures, the company soon intends to expand its use to additional offerings. Says Papas, "Configure One Cloud is very flexible. We plan to use it to branch out to all different areas of the company."