

Sage 100 ERP | Customer Success

Robust Improvements for KUKA Robotics Corp. With Sage 100 ERP

R2-D2's brethren are rolling off assembly lines at KUKA Robotics Corp. Its parent, KUKA Roboter GmbH, is the world's leading manufacturer of PC-controlled robots. KUKA's robots pack cases, load pallets, test force and torque, cut and remove material, weld, and even help destroy tumors with radiation.

"We assemble modular and special-purpose robots for general industry customers as well as corporate giants like General Motors (GM)," explains Eric Haase, vice president and CFO responsible for logistics, assembly, and finance at KUKA Robotics Corp. "With our mother company in Europe, supply lines run long. It is not uncommon for customers to change specifications while units are already in transit or final assembly. Also, companies like GM have high record-keeping requirements. So we needed an integrated system to deal quickly and efficiently with customers' needs while keeping track of data."

The company's previous DOS-based accounting software and manual business systems were creating accounting and logistics headaches. KUKA Robotics experienced immediate improvements when it implemented Sage 100 Premium ERP.*

Today Sage 100 ERP manages KUKA Robotics' general ledger, payables, receivables, job costing, and other manufacturing functions and also aligns with the parent's global business model. "Sage 100 ERP provides one place to get to the information we need, to respond to customers' requirements and make sure changes are immediately visible throughout our corporation," says Haase.

Job Cost Monitors Robot Creation

The Job Cost module for Sage 100 ERP tracks cost and revenue information by project, component prices, and labor time and monitors special logistics efforts. Another Sage 100 ERP module, Business Alerts, notifies sales personnel by email as soon as orders are shipped to assist with the collection. Employee labor hours are posted against jobs on a daily basis using TimeCard automatic data exchange with Job Cost, for more accurate projection of daily costs.

*Sage 100 ERP was named Sage ERP MAS 200 when KUKA Robotics Corp. initially implemented this solution. The product names have been updated in this case study to reflect current naming.

Customer

KUKA Robotics Corp.

Industry

Robotics and related services

Location

Sterling Heights, Michigan

Number of Locations

One

System

Sage 100 Premium ERP

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Business Alerts
- Credit Card Processing
- General Ledger
- Inventory Management
- Job Cost
- Payroll
- Purchase Order
- Sales Order
- TimeCard

Challenge

Introduce a state-of-the-art ERP system as the MIS backbone, eliminate cumbersome paper-based processes in logistics, product assembly, and accounting, and comply with international reporting requirements.

Solution

Sage 100 ERP, with full suite of modules including Job Cost and third-party multicurrency application.

Results

Real-time access to information for users in accounting, assembly, customer support, and logistics; improved interdepartmental coordination and responsiveness; and enhanced profitability and corporate maneuverability.

Enhancements made by the resellers working with KUKA robotics pinpoint where specific goods are in the assembly process, permit precise job scheduling, and allow shippers to reference multiple sales orders in different currencies. Haase gives his resellers top marks for superior customer service. "Their skill resulted in a higher level of confidence in the application itself," he says.

Marrying Robots and Robot Options

KUKA Robotics uses Sage 100 ERP for many types of analysis. "We can calculate profits by robot or product type, customer type, key account, or market," Haase notes. "We can easily break out automotive versus nonautomotive customers, for instance, and distinguish between robots, options, and customer support-related business."

A multicurrency module integrated with Sage 100 ERP has streamlined the currency conversion process for KUKA Robotics. "We can now reflect the 'marriage' of imported and locally purchased components, which are sold in different currencies but scheduled and shipped as one final product, and calculate profitability with greater precision," says Haase. "The system also makes it much easier to interface with our parent company for group reporting purposes."

Haase credits Sage 100 ERP with enhancing data availability throughout the organization. "We have a better handshake between departments, because everyone can access timely, accurate information," he notes.

"Sage 100 ERP gives us a state-of-the-art information backbone to build on, so we can expand with other modules as needs arise."

Eric Haase, vice president and CFO
KUKA Robotics Corp.

He cites improvements in customer support and collection activities now that employees can review invoice and receivables data when talking with customers. "Sage 100 ERP improves the way people interact and frees up resources in finance and administration," says Haase. "Data entry occurs in a more disciplined fashion. Standard reporting is executed more efficiently. Invoicing is streamlined, which means revenue can be realized faster. And we have become more responsive to both our customers and our parent company. Sage 100 ERP gives us a state-of-the-art information backbone to build on, so we can expand with other modules as needs arise."

About Sage

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers' needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, manufacturing, nonprofit, and real estate industries. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 12,300 people and supports more than 6 million customers worldwide. For more information, please visit the website at www.SageNorthAmerica.com or call 866-996-7243. Follow Sage North America on Facebook at: <http://www.facebook.com/SageNorthAmerica> and Twitter at: <http://twitter.com/#!/sagenamerica>.
