

eCMS v.4.1 ERP Software



“Because eCMS has been designed from start to finish as a construction-specific application, it delivers superior functionality and flexibility that allows NEI to run our businesses the way we want to, not the way traditional ERP software dictated us to do so. eCMS provides strength and support across our payroll, accounting, reporting and content management applications with a fully integrated, single database approach to give our decision-makers a single version of the truth to guide our projects and our company.” —Mark Guth, CIO, Northern Electric

Company: Northern Electric

Industry: Specialty Contractor

Construction Services: Full service Northeast Wisconsin’s leading commercial, industrial and residential electrical contractor offering Energy Analyzation & Power Quality Measurements, Arc Flash Evaluation & Assessment, Thermal Imaging, Underground Private Utility Locating, Transient Voltage Surge Suppression and Surge Protection, Parking Lot & Exterior Lighting Upgrades & Repairs, Energy Saving Programs and Initiatives.

Corporate Headquarters: Green Bay, WI

Territory/Locations: Wisconsin

Client Information: Northern Electric, Inc. is a family owned firm, founded in August of 1992. As we have grown to become a substantial contractor in Green Bay, Appleton and the Fox Cities, the firm has expanded and moved to a larger location, put on a few additions to that location, purchased all our own equipment and manage a fleet of service vehicles. Over the years Northern Electric, Inc. has grown to a full service electrical contractor handling commercial and industrial projects.

Software Applications:

eCMS, Account Payable, Accounts Receivable, General Ledger, Payroll, Job Cost, Content Management, Workflows, Forms, Business Intelligence, Time and Material Billing, Purchasing, Material Requisition, Order Processing, Human Resources, HRSS, Mobile eCMS, Service Management, Equipment Accounting, Equipment Maintenance, Project Collaborator

Technology Environment:

Cloud / Managed Hosting

Challenge: Recently, a number of internal and external factors, including ongoing corporate growth, shifting market conditions, strengthening competitive forces and evolving customer needs, clearly indicated that Northern Electric (NEI) needed to find and implement a more powerful ERP. Their existing system did not offer the functionality NEI needed to continue to expand its market-leading position. In fact, many of their processes had moved beyond the capabilities of their ERP, and the company found itself completing both day-to-day operational tasks and longer-term strategic business planning projects with inefficient, manual processes.

Solution: Today, Northern Electric leverages Computer Guidance eCMS applications to streamline line of business processes and critical functions, including **core accounting, payroll, HR, HRSS, Inventory, Purchasing, Mobile eCMS, Enterprise Content Management, Business Intelligence, Interactive Data Inquiry**, and more. And, Jim Vercauteren, CFO, and Mark Guth, CIO, offered us the opportunity to learn more about their move to eCMS and the outstanding results achieved since its implementation. *(continued on the next page)*

Results: With the implementation of eCMS, Northern Electric has saved a tremendous amount of time, expense and effort, and seen tremendous gains in productivity and effectiveness.

- Less time spent on unproductive manual tasks – more focus on the construction business
- Payroll / HRSS
 - Savings of 2-4 hours per week of executive time performing payroll calculations of prevailing wage, benefits and more (estimated \$9,000 saved annually)
 - Savings of 2 hours per field worker per week for time entry (estimated \$15,600 saved annually)
 - Estimated annual savings of \$3,100 for admin time manually entering field data
 - Estimated annual savings of \$7,000 for admin time manually processing W2s
 - Estimated annual savings of \$9,000 not printing W2s
- Reporting
 - Savings of 2-4 hours per week of executive time performing job cost, income and budgeting calculations and reporting (estimated \$4,600 saved annually)
- Invoices
 - Estimated annual savings of \$31,000 for printing invoices (hard cost)
 - Estimated annual savings of \$9,300 for admin time manually handling invoices
 - Estimated annual savings of \$9,300 for admin time manually handling service tickets
- Significant reduction of administrative expenses
- Elimination of several manual-intensive processes
- Improved visibility into financial and operational performance
- Greater efficiency through automation, standardization and fact-based decision-making
- Improved project margins
- Greater customer and employee satisfaction

Conclusion: What started as a quest for more efficient performance evolved into an entirely updated operating backbone for NEI. The company has transformed its construction delivery services through streamlined processes and more effective decision-making with real-time data. Automation and innovation through eCMS will keep NEI at the forefront of the market, and that’s great news for their clients, employees and the future of the business which has already begun.

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“With eCMS, we are running streamlined, automated business processes across all of NEI’s daily activities, and every user has the ability to tap into real-time, integrated data on demand. From the job site to the board room, our teams have anytime, anywhere access to the information they need to perform and succeed.” —Jim Vercauteren, CFO, Northern Electric

One of the most time-consuming and overwhelming business functions that was revolutionized by Computer Guidance eCMS was NEI Payroll. Previously, the company ran weekly payroll with numerous manual processes and countless paper-based documents. With eCMS, payroll processing is entirely automated – from the collection of payroll information to its processing and distribution. The organization has benefited tremendously, right down to the customization of their prevailing wage, which eCMS handled with ease. The **Payroll** application conveniently allows NEI to determine how to pay employees, including what gets paid as base income, what goes into pension plans and how overtime is managed. This flexibility and unparalleled functionality provides NEI with huge time savings and financial benefits. Their former system could not compute these calculations nor automate these processes, and many tasks were done manually and calculated outside of the former ERP through a tedious, time-consuming process.

Since all eCMS applications are fully integrated with another, Northern Electric updates and manages all benefits information in the **Human Resources** application. The Payroll application simply pulls the needed information automatically when these custom and complex payroll calculations are scheduled to occur. The processes were entirely automated, keeping everything real-time, accurate and integrated.

Budgets were another area where eCMS immediately excelled over NEI’s former ERP system. eCMS **Job Cost** application allows a much more precise and feature-rich way to calculate job costs and create forecasts for planning purposes.

Northern Electric also implemented **Mobile eCMS** for collecting time entry information from the field for payroll. Mobile eCMS was found to be an easy-to-use application with a smart and intuitive interface that field workers can utilize to update their activity anytime and anywhere. Automating time entry saved tremendous man hours, expenses and errors. Job numbers are now more accurate because they are preset for staff instead one-by-one typing. Paper processes have been eradicated along with Excel and email. Automated time entry on mobile devices eliminates the manual steps and inefficiencies.

NEI also implemented eCMS **Employee Self Service, or HRSS** application, where employees have the ability to update, view and manage their personal information, request time-off, and download their W2s, pay history and more. Since organizations are not allowed to email information with social security numbers, such documents were mailed prior to having HRSS in place. NEI is no longer mailing out W2s and paystubs, and are saving time and money in the process. Income verification is also done by the employees themselves as they no longer need to call in and ask for pay history information.

The greatest value of any ERP system is its availability to serve up data – anytime and anywhere – and make this data available to all to employees, stakeholders and vendors in meaningful ways. Computer Guidance **Interactive Data Inquiry and Business Intelligence applications** provide various ways to leverage company-wide information. Northern Electric created standard reports, automated report distribution, a number of powerful dashboards and other informative tools. With the prior system, most of this information was reported in Excel. Now, users across NEI leverage fundamental reports such as Open Jobs, AR Trial Balance, Labor Tracking, Job Costs, AR Over and Under Billing, 401K, Payroll, AP, Checks Runs, and Miscellaneous reports, while their project management, executive and financial teams work quickly through advanced dashboard and reports for strategic initiatives.

Northern Electric also put CGC’s **Content Management** system into practice to generate additional benefits and immediate return on investment. The prior system did not have an integrated imaging system, so most of the invoices were done by paper – from processing to archiving. Invoices were received in the mail (or via email and printed), processed and approved manually around the office, and then checks were cut and mailed. The invoices and check copies were stored in file cabinets. With eCMS Content Management, NEI is now 95% paperless. Invoices are received electronically, routed for approvals electronically, and archived in one single central database. Most checks have been converted to ACH transactions and all documents are captured and stored electronically within the fully integrated eCMS solution. As such, POs can even be approved before invoices, so processing time has been reduced significantly.

Employees used to manually note service data then retype for payroll and accounting, and hard copy service tickets were finally filed. Today, service tickets are automated and are digital from start to finish.



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