

## CUSTOMER SUCCESS



## Robust Improvements for KUKA Robotics Corp. With Sage MAS 200

R2D2'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 they implemented Sage MAS 200 ERP – SQL Server Edition.

Today Sage MAS 200 – SQL Server Edition manages KUKA Robotics' general ledger, payables, receivables, job costing, and other manufacturing functions, and also aligns with the parent's global business model. "Sage MAS 200 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 MAS 200 tracks cost and revenue information by project, component prices, and labor time and monitors special logistics efforts. Another Sage MAS 200 module, Business Alerts, notifies sales personnel by e-mail 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.

### Customer:

**KUKA Robotics Corp.**

### Industry:

Robotics and related services

### Location

Sterling Heights, Michigan

**Number of Locations:** One

### System:

#### Sage MAS 200– SQL Server Edition

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

### 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 MAS 200 – SQL Server Edition, 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 inter-departmental 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 MAS 200 – SQL Server Edition 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 non-automotive customers, for instance, and distinguish between robots, options, and customer support-related business."

A multicurrency module integrated with Sage MAS 200 – SQL Server Edition 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 MAS 200 – SQL Server Edition with enhancing data availability throughout the organization. "We have a better handshake between departments, because everyone can access timely, accurate information," he notes.

He cites improvements in customer support and collection activities now that employees can review invoice and receivables data when talking with customers. "Sage MAS 200 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 MAS 200 gives us a state-of-the-art information backbone to build on, so we can expand with other modules as needs arise."

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Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

