

CASE STUDY PEXCO Discrete Plastics Manufacturing

"We chose Alithya as our partner based on its deep discrete industry expertise coupled with its implementation templates. With Dynamics 365, we have maximized our existing investment in Microsoft products and expertise while streamlining and standardizing our business processes. We're also able to take advantage of Microsoft's secure, ever-growing cloud to replace IT and hardware costs."

Steve Demboski, Chief Financial Officer



Headquartered in Johns Creek, Georgia, [Pexco](#) is a North American leader in the design and manufacturing of specialty plastics products. It

provides standard and custom parts and components to manufacturers and end-users across industrial, life science, commercial and consumer market applications. With manufacturing locations in the United States and Mexico, it is the largest custom profile plastics manufacturer in the United States.

Pexco has grown rapidly through acquisition and its legacy ERP system, IFS, was outdated and seen as a risk factor; many processes were manual, and inconsistent across the Pexco facilities. Pexco's private equity owner pushed for a new system to eliminate the risk. The key objectives for Pexco were to implement a cloud-based system to minimize hardware and infrastructure investment and management, as well as take the next step to operate more efficiently to facilitate its growth—such as automating manual processes, standardizing processes across facilities, and eliminating as many ancillary systems as possible.

Key Benefits

- > Establishes single ERP platform for all locations
- > Eliminates and minimizes risk associated with current system and architecture
- > Supports future growth and scalability
- > Maximizes Pexco's existing investment in Microsoft products and expertise
- > Ease of use for end users
- > Minimizes hardware investment
- > Disaster recovery and failover
- > Automation of previously manual processes
- > Standardization of processes across facilities
- > Expansion of planning capabilities
- > Ability to collect data in all facilities
- > Streamlining of resources
- > Increased visibility across enterprise

In addition, Pexco was looking for a cost-efficient system that provides ease of use for end-users, extends planning capabilities, enables data collection in all facilities, and eliminates the need for additional resources.

Why Microsoft Dynamics 365

When evaluating ERP systems, Pexco considered Microsoft Dynamics 365, IFS, and NetSuite, with a final decision between NetSuite and Dynamics 365. Dynamics 365 was selected to maximize Pexco's existing investment in Microsoft products and expertise in the platform. With this implementation, Pexco was able to take advantage of Microsoft's secure, ever-growing cloud to reduce IT and hardware costs and now has a system that is flexible and able to quickly deploy across multiple divisions and as new acquisitions are made.

Per Heath Hatchell, Director of Finance, "Pexco is leveraging the cloud for many of our core business applications, Dynamics 365 being the primary. What we have seen is that having that cloud platform has allowed us to connect to our employees remotely much quicker. It's just really helped us out and it's much quicker and less costly to do than traditional on-premise ERP solution would be, and the response times are much better."

"We're also able to take advantage of Microsoft's secure, ever-growing cloud to replace IT and hardware costs. The system is flexible and allows us to more quickly deploy across multiple divisions as well as new acquisitions," continues Steve Demboski, Chief Financial Officer.

In addition to Financial, Supply Chain and Production modules Pexco implemented Dynamics 365 Warehouse Management for all its plants, allowing them to scale to increased volume. Plus, Pexco's AR/AP central payment processing has been simplified.

Hatchell says, "In the sites that have gone live, we've really been able to lean on material requirements planning within Microsoft Dynamics 365 to gauge our live demand as we input orders, bounce them off our on-hand inventory and our production schedule. So, we have an idea of where our time demands are and what our raw material demands are, giving us the ability to respond to those as quickly as possible."

Partnering with Alithya

"We chose Alithya as our partner based on its deep discrete and mixed mode industry expertise coupled with its implementation templates," says Demboski. Pexco leveraged Alithya's industry-specific implementation solutions: DiscreteXpress to drive rapid deployment of its new system and BIXpress for data warehouse and BI reporting.

Since partnering with Alithya, there have been successful implementations of Dynamics 365 across five Pexco locations in the US and Mexico, with more to be added in the future. Since the project started, there has been a significant increase in collaboration and communication between the plants. Pexco is also utilizing Alithya Connect for comprehensive Dynamics 365 support.

The implementations have been successful, and most were completed remotely. "While our implementation began in-person, we were forced to go remote due to COVID-19, which was unheard of in the past. Thanks to Alithya's agility, we successfully went live using only remote support in May 2020 and will continue with remote delivery of Dynamics 365 in another of our plants, says Demboski.

Hatchell continues, "Early on, we had plenty of onsite build professionals and Alithya consulting with us. When the go-live in May came around, we did that remotely using collaboration tools, such as a Teams war room.

We ran it for 13 hours a day and set up a workstation at the implementation site. Any employee that needed assistance could walk in and there was a camera, a big screen, and a computer. We had a bank of about 10 Alithya consultants and Pexco employees available to answer whatever questions they had. While it's been a real challenge due to Covid-19, I think we really rose to it and it's worked out quite well."

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– Steve Demboski, Chief Financial Officer

Alithya is a leading strategy and digital technology company with over 2,000 highly skilled professionals delivering solutions across Canada, the US and Europe. Alithya's Microsoft practice covers a wide array of capabilities including Dynamics, Azure, business analytics, digital solutions, advanced analytics, application development and architecture. Focused on business outcomes, our combined companies have delivered Microsoft ERP, CRM, BI and digital solutions to over 1,200 clients. Alithya's global offering is to deliver strategy and digital technology services.

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