



POLYGLASS USA INC.

BUILDING A WATERTIGHT OPERATION

QUICK FACTS

Industry

Mill products – building materials

Employees

140

Headquarters

Fernley, Nevada

Web Site

www.polyglass.com

SAP® Solution and Services

SAP® Business All-in-One solution

Implementation Partner

Technology Solutions Company (TSC)

Hosting and Support Partner

itelligence Inc.

With a focus on high-tech product development, Polyglass USA Inc. is a leading manufacturer of innovative roofing materials and waterproofing membranes. Part of the global Polyglass group of companies, the Nevada-based Polyglass USA wanted a world-class business system to support future growth and better integrate operations at its three domestic production plants. The company found the perfect fit with a hosted SAP® Business All-in-One solution.

Key Challenges

- Provide multisite support and visibility
- Retire existing systems that supported only financials
- Provide reliable information on costs, product margins, and areas of waste
- Improve visibility to customer accounts
- Expand reporting and materials requirements planning (MRP) functionality

Implementation Best Practices

- Used only out-of-box functionality
- Followed structured process of implementation partner
- Strictly adhered to established schedules

Financial and Strategic Benefits

- MRP system improved production planning
- Automated inventory control replaced manual processes
- Improved margin information on every product at all production plants
- Reduced unearned discount allowances
- Improved customer service with more accurate shipping information

Why SAP Was Selected

- Proven solution from a world-class vendor
- Credibility and extensive product knowledge of the SAP value-added reseller partner
- Confidence in SAP and implementation partner
- Competitive solution pricing

Low Total Cost of Ownership

- Ongoing IT support costs less than 1% of revenue
- Fast 16-week implementation, on time and within budget
- No modifications required during implementation
- Hosted solution does not require dedicated IT resources

Operational Benefits

Key Performance Indicator	Impact
Overall inventory reduction	-10%
Manufacturing waste	-30%



“The SAP Business All-in-One solution levels the playing field.”

www.sap.com/contactsap

Michael Manning, Chief Technology Officer, Polyglass USA Inc.

Looking for the Right Fit

Specializing in the manufacture of high-quality self-adhesive roofing products, Polyglass USA Inc. makes unique roofing materials and waterproofing membranes for both commercial and residential building applications. With its portfolio of innovative products and high-tech manufacturing facilities in Nevada, Florida, and Pennsylvania, Polyglass USA has enjoyed explosive growth in recent years. And the company has no plans to slow down.

When Polyglass wanted to optimize operations and fuel further growth, the company looked for an integrated business system that could drive best practices across its three production plants. But with no IT staff of its own, company executives thought Polyglass might be “too small” for a world-class enterprise resource planning solution.

Partnerships Yield Rapid Implementation

The executives changed their minds, however, when introduced to an SAP® Business All-in-One solution. In presentations customized for Polyglass, services partner Technology Solutions Company (TSC) demonstrated that the software’s comprehensive out-of-box functionality and support for best business practices offered the company a cost-effective solution. And when combined with an external hosting and support agreement, Polyglass could continue to focus on its core competency – manufacturing excellence. It was a solution that CTO Mike Manning described as “the absolute right fit for Polyglass.”

Leveraging TSC’s EDGE solution with its embedded SAP software, Polyglass was ready to go live after a fast 16-week implementation – on time, within budget, and with no changes to the software.

Rolling Out the Benefits

Polyglass USA replaced its isolated, site-specific systems with integrated processes for financials, product planning, materials management, and sales and distribution. Within days, the manufacturer was operating its three production sites with a greater sense of teamwork and improved visibility to the total enterprise.

With its considerable expertise running large-scale manufacturing facilities, Polyglass USA has always made strenuous efforts to reduce overproduction and excess inventory, as savings in these areas directly contribute to the bottom line. Still, new materials requirements planning (MRP) functionality yielded measurable improvements in both production planning and manufacturing efficiency. For example, the company saw inventory levels drop 10% as automated processes replaced clipboards and pencils. On the shop floor, manufacturing waste dropped by an impressive 30%.

The company is also making its daily business decisions based on more accurate information about critical manufacturing factors such as product costs and margins. For example, Polyglass can evaluate quotes for a potential sale and predetermine the expected margin – stopping unprofitable sales before they occur. Today, margin data is available for every product at each of the production plants.

Further, embedded audit trails in the software provide Polyglass management greater accountability and ownership of business data.

Automated collection and analysis of customer data is paying real dividends as well. Sales personnel can leverage loyalty information to proactively sell to clients. And greater customer account visibility has reduced the number of unearned discounts the company grants. Customer satisfaction has also improved as service reps respond to inquiries with real-time shipping information.

Building the Future

While Polyglass USA continues to become more practiced at working with its integrated business processes, the company is evaluating additional applications for needs such as asset maintenance. And as a lesson learned during the implementation, Polyglass wants to devote more time to understanding the full extent of the software’s reporting functions. As Polyglass has discovered, the company is not too small to expect big results from its SAP business solutions.

Implementation Partner

Technology Solutions Company is a leading consulting firm delivering specialized technology-enabled business solutions.



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