

Scott Fetzer Electrical Group Innovates with Kenandy

Q: What do Hewlett-Packard, P. F. Chang's, the Cleveland Browns FirstEnergy Stadium, and Blendtec (the "Will It Blend?" company...check out willitblend.com) have in common?

A: They—along with scores of other well-known brands—all depend on behind-the-scene electrical parts from the Scott Fetzer Electrical Group to light up, time, cool, and power many front-and-center products (many of which you've probably seen and used). Here's some background...

Consolidating three businesses into one

France Power Solutions, Northland Motor Technologies, and Kingston Products were each part of Scott Fetzer—a Berkshire Hathaway company—when the decision was made to merge the three individual organizations—all manufacturers of electrical or electromechanical products—into one: the Scott Fetzer Electrical Group (SFEG).

That one decision led to many more that had to be made around consolidation issues, not the least of which—though ultimately, one of the easiest to resolve—was which ERP system to consolidate on.

Cloud ERP that stands out

Prior to the consolidation, each of the individual SFEG businesses had been using versions of an on-premise ERP system, which was hastily reconfigured to serve the newly merged enterprise.

But that system had severe limitations—lack of visibility, difficult to use and configure for fast-changing business needs, weak reporting capabilities, no workflow/approvals capabilities, chief among them.

It quickly became apparent that a more modern system was needed to enable the consolidated organization to better compete in a world where its diverse products are used for a wide array of applications—from lighting up signs for movie theaters, sports stadiums, and car rental companies to helping to cool, time, control, and otherwise power a broad array of devices and appliances—from medical equipment and hospital beds to household vacuum cleaners and washing machines to industrial-strength blenders and room-sized 3D printers.

"I'd evaluated other cloud ERP solutions, and Kenandy really stood out," explains Rob Goldiez, General Manager of SFEG. Having used Kenandy at his prior company, another manufacturer, Goldiez says he knew "there was nothing else out there that could really compete."

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Rob Goldiez,
General Manager,
Scott Fetzer Electrical Group



An easy-to-use system means people actually use it

Change is almost always hard. But when the old system is harder to use than the new one, embracing change becomes that much easier. Fast and easy implementation of the new system also helps. “We were up and running on Kenandy four months after signing the initial agreement,” says Goldiez. “That’s fast!”

Only a few, key people knew how to update the data in the company’s old system, so lead times typically became quickly out of date. And because it was hard to use, people tended not to use it. Now, with Kenandy, it’s the exact opposite. “Even those who resist change are finding it hard to resist how much faster and more efficiently Kenandy lets them do their jobs,” says Goldiez.

Collaboration at SFEG also used to be difficult. Today, the new system’s easy-to-use mobile and Salesforce Chatter capabilities are changing that as well, pushing boundaries by enabling dashboards to be checked remotely, allowing approvals to be given instantly over mobile devices, and significantly enhancing communications among employees, suppliers and customers.

Increased visibility and agility—automatically

With so many different products, parts, customers, and channels to contend with, SFEG needed a robust system that would improve visibility and agility while ensuring smooth and seamless operations— precisely, in other words, what Kenandy was designed to do. It provided the perfect solution for enabling SFEG to modernize their operations to support business automation and robotics, and respond rapidly to changing customer requests.

“The Salesforce Platform has enabled businesses to become more agile in the way they operate,” explains Goldiez. “Moving to Kenandy cloud ERP on Force.com has eliminated our legacy challenges and allowed us to focus on quickly growing and extending functionality to sales, service, marketing, and analytics.”

Innovating across the organization

As SFEG works to achieve its vision to be the leader in intelligent power solutions, it is not only committed to driving innovation in the products it creates, but also in the systems it uses to run its forward-looking enterprise.

“We’re excited that we can use Kenandy to support new features, such as enabling our products to be connected over the Internet,” says Goldiez. “We are committed to living and breathing our innovation vision throughout the company, and Kenandy is integral to enabling that vision.”

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