



CASE STUDY: MANUFACTURING COMPANY LEVERAGES ADVANCED SERVICE DESK TO STREAMLINE PROCESSES

Company Overview

- Locations: Columbus, Oh
- Industry: Flexible Surface Heaters and Temperature Controllers
- Established in 1949
- Website: briskheat.com

Success Highlights

- Implemented standardized processes
- Educated and trained staff
- Increase in overall productivity
- Ability to leverage ERP system

Business Challenges

- Interruptions to daily operations
- Under-utilizing Epicor software
- Critical accounting issues

Solution

- Enquire Advanced Service Desk

Benefits

- Fully utilization of Epicor ERP
- Increased efficiency and standardization throughout departments
- Ability to scale and streamline ERP upgrades

Based in Columbus, Ohio, BriskHeat Corporation is the world leader and manufacturer of the widest variety of flexible surface heating elements, controls, and accessories for unlimited applications. The company services industries that include petrochemical, semiconductor, food processing, biotech, aviation, automotive racing, steel, laboratory, power generation, and various others.

BriskHeat has used Epicor ERP for years to support its manufacturing and business operations. To help minimize disruptions, they partnered with Encompass Solutions to standardize processes and support services to help their organization operate the Epicor software. Following the successful onboarding of Encompass Solutions' Advanced Service Desk, BriskHeat's team has their system under control and continues to maximize Epicor ERP's ability.

Challenges with Managing ERP Environment

BriskHeat uses Epicor ERP to run its production activities and admin tasks. As a critical component of day-to-day functions, Epicor is used to track projects, manage time, accurately schedule production activities, and collect essential data on processes throughout their production facilities. Before bringing on Encompass, BriskHeat employed a support service that fell short of their needs causing issues leading to an interruption in daily operations. The staff was also not up to speed on utilizing their Epicor system, which meant there was room for improvement in every department from an operational standpoint.

Benefits of Using Enquire Advanced Service Desk

When the situation became unbearable with BriskHeat's support provider, they shopped around for additional support in continuing its ERP efforts. After a recommendation, BriskHeat felt they had found a trusted partner with Encompass on their side. Encompass recognized the urgency, assigned a resource, corrected the accounting issues with BriskHeat's team, and educated the staff on how to avoid incidences in the future. Even though fears of choosing another unsuitable partner weighed heavily on the minds of the BriskHeat staff, Encompass quelled those concerns right from the start.

"Encompass came to our rescue. We had a critical accounting issue occur right after we canceled our services with the previous provider. We have not signed the [Advanced Support Desk] contract yet. Our Account Manager, Jason Claggett, helped us get the paperwork in order and get resources in contact with our accounting dept and resolved our issue in a very timely manner," Applications Administrator, BriskHeat Corporation.

Encompass' longstanding association with Epicor and intimate knowledge of the system instilled confidence in the BriskHeat team and enabled them to achieve their desired results.

Next Steps

Over the last four years, Encompass Solutions continues to provide advanced support for BriskHeat. They currently have its system under control, and BriskHeat continues to fully utilize Epicor ERP. Employees have become significantly productive and are working more efficiently through everyday responsibilities. BriskHeat is in phase one of planning its next system-wide upgrade from 10.2.300 to Epicor Kinetic with Encompass Solutions by their side.

"Encompass came to our rescue. We had a critical accounting issue occur right after we canceled our services with the previous provider. We hadn't even signed the contract yet. Our Account Manager, Jason Claggett, helped us get the paperwork in order and get resources in contact with our accounting department and resolved our issue in a very timely manner." Applications Administrator, BriskHeat