

# Gilmore

## Issues that Led to New System

- Software was out-of-date
- Systems were fractured
- Data was scattered and difficult to collect

## Results Achieved Working with Automation Plus, Inc.

- Software upgraded to newest version and customized it to fit specific needs
- Systems were streamlined and data was made easily accessible
- Extraordinary support
- Business has doubled since implementation without adding additional staff

## Gilmore Furniture Builds Up Sturdier Business with Automation Plus

For over 20 years, Gilmore Furniture Inc. has been the trusted OEM source behind many noted furniture manufacturers. Located in Grand Rapids, Michigan, their 85 employees provide the backbone of the Contract Office Furniture industry. Their strong commitment to excellence is apparent in the wood/veneer furniture components they engineer and manufacture as well as in their completed pieces.

In order to keep up with their high quality standards as their business grew, Gilmore had to work through a number of technological phases. They had been using a Unix-based system until around 1995 when the program became so obsolete that they could not find anybody to maintain it for them.

They needed a fully integrated package for accounting and manufacturing—something that could handle floor scheduling, bill materials, and control inventory more efficiently. Some careful shopping revealed a product called ProSeries that seemed ideal for their situation. However, after purchasing the software, it was

never properly implemented or customized and eventually became outdated. "It seemed like we would have to go to six different locations to get the information we needed," says Robert Clark of Gilmore.

Gilmore met Automation Plus, Inc. years before, and although Gilmore was impressed with Automation Plus' outstanding customer service, the distance between the companies had been problematic. However, Clark realized that technology today had grown to a point where the location of Automation Plus was no longer a matter of driving distance, but of bandwidth.

Automation Plus was brought into the picture and the renovations to Gilmore's systems began.

"Automation Plus immediately encouraged us to upgrade to the newest version of ProSeries and start customizing from there", recalls Clark. Automation Plus impressed Gilmore by enhancing the software above its manufactured capabilities in order



*"Every day that I work with Automation Plus, I'm awed by what we're able to accomplish and automate. They truly feel like an extension of our team."*

— Robert Clark, Gilmore Furniture

to better fit their needs. "ProSeries frequently sends out notifications of its new enhancements," says Clark, "and about half of them are things that Automation Plus has already built for us."

Gilmore wanted more feedback from their manufacturing floor, so Automation Plus created customized schedule reports, built a bill of lading software package from the ground up, made a shipping label, worked through a time analysis program, and placed balances on every order for immediate information. Clark's personal favorite is a new purchase order field—their old process would put him through two different systems taking a considerable amount of time and effort, whereas now he sees it all on one screen.

According to Gary Maystead of Automation Plus, "With software like ProSeries, many companies would not utilize all of its capabilities, only taking bits and pieces as necessity dictates. Not so with Gilmore—they have proven time and again that they value information and see this product and its different facets as a tool for gathering more.

Clark claims that "business has doubled since 2003 with no extra staff because we have access to much more information." He continues, "Automation Plus truly feels like an extension of our team. They are always there for us, quick to respond to the slightest request, and can do anything we ask them to. I can't imagine trying to do this without them."

In the future, Gilmore hopes to add a tracking system and online capabilities like order status and payments. Automation Plus plans on being there to support their growth every step of the way, acting not only as a software consultant, but as Gilmore has come to recognize, as a supporting partner.



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