



Robust Visibility into Orders, Inventory and Production Transforms Haydon Corporation's Service to Customers



Industry: Metal fabrication
Company: Haydon Corporation
Solution: Macola 10

Haydon Corp. manufactures metal framing components for mechanical, electrical, industrial and OEM applications as well recycled rubber roof top supports and hydronic baseboard heating systems for residential and light commercial applications. The company is based in Wayne, NJ.

Challenges:

- Needed integrated view into order fulfillment process, production schedule, sales allocations, raw materials and finished goods inventory to reduce backorders
- Required more robust financial reporting
- Outdated software – inefficient and difficult to navigate

Results:

- Reduced backorders 80%
- Smooth month-end close with no surprises
- Much improved order processing and inventory management

“We’ve reduced backorders by 80%. Shipping more quickly and having fewer late orders increases our customer satisfaction which can only lead to us increasing our market share.”

**– Adam Woods,
President and CEO of Haydon Corporation**

Headaches Reduced

Prior to the implementation of Macola 10, Haydon struggled with the ongoing issue of backorders — a challenge that cost the company time and money. Freight expenses were higher due to the need for additional shipments, which increased the administrative burden because orders had to be billed two or three times. Implementing Macola 10 relieved these headaches because the software provides an integrated view of other orders, sales allocations, the production schedule, raw materials and finished goods inventory levels, and ship dates.

Happier Customers

This visibility helps eliminate situations where a new order causes a backorder or missed delivery date. “We’ve reduced backorders by 80%,” said Adam Woods, Haydon president and CEO. “Shipping more quickly and having fewer late orders increases our customer satisfaction which can only lead to us increasing our market share.”

