BIG BOOK OF CUSTOMER QUOTES

rootstock
CLOUD ERP

INDUSTRIES

We implemented Rootstock and ComplianceQuest in four and a half months, not three years like you would do with something like SAP or Oracle.

It's a huge testament to the engineering horsepower that's on the platform of both applications"

– Tim Purdie

CIO & CIS, Tilray (Aphria)

TILRAY®

"Being able to make a change in a system through a regulated process but to do so at a fraction of the traditional time and have people believe that that's possible when they've never seen those tools before."

Tim Purdie, CIO & CIS, Tilray (Aphria)

"These tools are the best! I'm a pretty jaded guy working in IT as long as I have, and I am just bowled over by how great the actual platform is, how well thought out the architecture decisions are in these wrapped apps, and how professional their teams are."

Tim Purdie, CIO & CIS, Tilray (Aphria)

"Rootstock transformed our processes related to operations, inventory and production overnight."

Tim Purdie, CIO & CIS, Tilray (Aphria)

"Going with Rootstock and ComplianceQuest was really the smartest investment I think we've made on a technology."

Tim Purdie, CIO & CIS, Tilray (Aphria)

MATOUK

> **It was much more efficient to bring the [Rootstock] technology to the pickers in the warehouse using a mobile device, than having them interact with screen UI at a workstation."**
>
> **– Stuart Kiley**
>
> *VP of Digital Strategy, Matouk*

"The core pieces, obviously Rootstock is running all of our sales orders, maintaining inventory, work orders, sales order, invoicing, planning. Procurement is obviously sitting side-by-side with our CRM. So those are our two core applications, if you will. There's a bunch of ancillary apps that we've installed through the app exchange architecture, to address various things."

Stuart Kiley, VP of Digital Strategy, Matouk

"Folks within the organization who really don't come from a technology background, folks from customer service, the shop, or fulfillment, they start to see the power of the platform. They are literally starting to think like entrepreneurs within their business unit. And they're coming to my team saying, I think this would work a lot better if we did this, because they know the power of the platform. People are really enabled to come up with creative ways to solve whatever the business challenges, in their own world of the company."

Stuart Kiley, VP of Digital Strategy, Matouk

"The beauty of having your customer system of record sitting side by side with your manufacturing or enterprise system of record is that, the lines become blurred between something that's customer engagement, and something that's maybe more shop floor oriented. One of the ways that we're bringing our customers into the manufacturing of the personalization process is, by bringing that person along the manufacturing journey.

We have a flow that we just launched, where if a customer monograms something on their website, it'll come into our ERP system, and it'll generate a work order that goes out to the shop floor. It's monogrammed by an individual in Fall River, Massachusetts.

And through the integration with the Salesforce mobile app, we can actually take a picture of that customer's actual monogram, and then wrap it in a very branded personalized email that the person gets, as part of the journey of that purchase.""

Stuart Kiley, VP of Digital Strategy, Matouk

We really thought Rootstock were doing some forward thinking things. And the fact that it was also built on the Salesforce platform, opened up the possibilities of having not only manufacturing finance data sitting on this platform, but having it sit side by side with the best customer system of record anywhere on Salesforce."

– Stuart Kiley

VP of Digital, Matouk

"Our finished goods inventory, our accuracy at year end inventory, our discrepancy between what [Rootstock] said and what our actual counts was, was almost negligible. And a lot of that was because, we have these [mobile] tools in place now to keep it going in real time, throughout the year"

Stuart Kiley, VP of Digital, Matouk

"So a part of the results that we've seen [with mobile] is, reduction in manufacturing lead time from a month, down to two weeks."

Stuart Kiley, VP of Digital, Matouk

We completely custom develop a mobile app, as an extension of our ERP system. Mostly for use in the shop floor and fulfillment center. If you think about the process of moving a work order across the shop floor, you need to book quantities and labor as it moves through the manufacturing process. It really wasn't an option for us to have operators jump over a computer terminal, and log these things,"

Stuart Kiley, VP of Digital, Matouk

"Rootstock helped us connect the sources of demand and increase our production efficiency."

– Dustin Almon

Operations Manager,

Northeast Lantern

"We are increasing our use of dashboards and the graphical displays that are available, and we are presenting that information to the team. We recently started sharing one of the dashboards in the break room so the employees can see orders that are scheduled that week, what has already been shipped, any overdue orders, and work orders completed by week."

Dustin Almon, Operations Manager, Northeast Lantern

"The 50,000-foot view is that, for once, we have all of our information in a single database. There are a lot of intangibles that we take for granted now. We can look up a part number and see all the places it's being used and how much we've consumed. Just the fact that we have all this information at our fingertips is invaluable. We now have part numbers and BOMs for our entire product line. We have inventory locations and control, work order tracking, prioritization of work and the ability to track labor and inventory costs."

Dustin Almon, Operations Manager, Northeast Lantern

"The more we use the system, the more familiar we become with the available features. As we become more familiar, we are looking to become more sophisticated in how we use the system."

Dustin Almon, Operations Manager, Northeast Lantern

"I have no intention to make us sew faster. My experience is in eliminating all the work we do when we aren't sewing – it's always the same whether it's food processing or auto parts."

Mitch Cahn, CEO, Unionwear

Pacer Group

"

One reason we selected Rootstock is that the ERP can really handle complex manufacturing."

– Eva Wright

IT Administrator, Pacer Group

"One of the things we learned in this process is the importance of the vendor team. We wanted a group that was willing and eager to help us. We appreciated how they looked at our business processes and came up with solutions."

Eva Wright, IT Administrator, Pacer Group

"Our people are enjoying working with the system. It is so highly customizable. As our people suggest new ideas – voila – we in IT are able to provide them."

Eva Wright, IT Administrator, Pacer Group

"Contrary to the old on-premise system, we can now easily work with so many other solutions, as Rootstock on Salesforce.com takes care of this. Bottom line, today we are able to do more with fewer resources."

Eva Wright, IT Administrator, Pacer Group

EQUIPTER®

> "Rootstock has a lot of experience in manufacturing and the potential to adapt and work with our processes as a smaller company looking at growth and expansion."
>
> **– Raymond Beiler**
> *Vice President, Equipter*

"We went from a basic accounting system to Rootstock, which was a lot more advanced than anything any of us here at the time had been used to. The support was, and is, great. They walked us through each step, and as we became more and more familiar with the system, it went well."

Raymond Beiler, Vice President, Equipter

"I talked with our inventory guys recently and they never want to go back. That's by far the main benefit that we've had, the additional inventory management and control along with MRP."

Raymond Beiler, Vice President, Equipter

"We have an iPad for each shop employee, and they have their device out on the shop floor. They're able to book their own time and quantity on their work orders. There's a lot less data entry when that comes back to the office, and then we review all those transactions and close the work order."

Raymond Beiler, Vice President, Equipter

"I come back to Rootstock's experience in manufacturing and just the way that they handle transactions. That's kind of shaped a lot of our processes here internally as well."

Raymond Beiler, Vice President, Equipter

Pioneer MOTOR BEARING

"We decided to go all-in with a modern ERP system rather than continue to pour costs and IT complexity to extend the life of an ancient, clunky system."

Jeremy Bardet Finance and Systems Manager, Pioneer Motor Bearing

PRO·TECH®

> **All along, we were planning on using Salesforce for our CRM. Our Salesforce people suggested that we look at cloud ERPs developed on the Salesforce Platform.**
>
> **We found that Rootstock really understood manufacturing and its pricing was very competitive. Overall, this was the top cloud ERP we looked at and selected it."**

— Chris Muto

Sales Operations Manager, Pro-Tech

"We used an outside firm to install our Salesforce CRM, however, when we got to implementing Rootstock, we decided to do it ourselves, using the guidelines on Rootstock's customer resource site. When we needed some help, our Rootstock Project Manager talked us through it. Bottom line is that we got the installation completed both within time and budget."

Chris Muto, Sales Operations Manager, Pro-Tech

"As a result of installing Rootstock ERP, we are better serving our customers. When our customer service department gets a request, we are able to respond quickly, whether the inquiry is about shipping charges, available inventory (which used to be physically counted almost daily), or other questions. Our sales and customer service department can now forward an invoice or packing slip with the touch of a button."

Chris Muto, Sales Operations Manager, Pro-Tech

UTG MIXING GROUP

"Most important when you create this kind of big digital platform is the quality, because you have to live with that for 5, 10, 15, 20 years. So you need to do it right from the beginning."

Zakaria Mönkäre, CTO, UTG Mixing Group

"Now that so many of the processes are automated, response time is faster, and information is more consistent. That makes both the customers and the sales teams happy. The sales teams have seen the benefit and adopted the system so well that they are now spending time at their meetings sharing tips and tricks with each other."

Zakaria Mönkäre, CTO, UTG Mixing Group

"With Chatter if someone is out on sick leave or holiday, there is no delay in getting information to respond to a customer or answer a question."

Zakaria Mönkäre, CTO, UTG Mixing Group

SPR Therapeutics

> "
> **We wanted people to access information anywhere, anytime. The cloud model fits our business – it's dynamic, flexible and growth oriented."**
>
> **– Ben Austin**
>
> *CFO, SPR Therapeutics*

Summit Imaging

"I just feel that Rootstock understands us, they have the same values and culture."

Ben Austin, CFO, SPR Therapeutics

"We can take a CRM transaction and a forecast, and run it all the way through to sales order, revenue booked, inventory, cost of sales, all in Rootstock. This integration allows Sales to drive revenue."

Ben Austin, CFO, SPR Therapeutics

"Between product improvements our engineering team made and released into the field and the improved complaint handling efficiency, the number of open complaints has significantly decreased by an average of 60% despite our continued rise in sales.."

Ben Austin, CFO, SPR Therapeutics

We utilize the work orders on the shop floor, where the technicians now make their notes, and then we can see those notes, we know who worked on it, we upload photos to that, so all of our documentation when we repair an item is attached to the work order. We only have to go to one spot, we can find pictures when it got finished, what it looks like. We've got our notes of what repairs we did, so if it comes back, we know where to go to look for it."

Sonia Smith, Controller, Summit Imaging

"Alan and I did a fair amount of research on a variety of different companies, and with Rootstock, because of the manufacturing side of it, there were a lot of things there that would be similar to what we do, even though we're not producing parts. The manufacturing part is what drew us into Rootstock."

Sonia Smith, Controller, Summit Imaging

Back to Industries

Summit Imaging

"It does provide functionality we never had before, which is a real-time look at inventory, cost of sales and sales. It gives us a real-time ability to dissect pretty much anything we want. It's a big benefit."

– Sonia Smith

Controller, Summit Imaging

"We are now able to know in real time where we are with our work orders; how many are sitting in outstanding, how long certain parts take to repair because of the reports we can build off of the Rootstock items. We never had that visibility before, it was always a guess."

Sonia Smith, Controller, Summit Imaging

"Everything was always past tense, and we were always about a month behind on reporting anything with the old system. I think the biggest unexpected benefit is that we're able to do things much quicker than we used to."

Sonia Smith, Controller, Summit Imaging

"Utilizing Rootstock with sales orders, we are able to do same-day transactions. If that sales order gets shipped out that day, we're invoicing that same day. Before, in the manual basis, it would take a week or two before we could get to the invoice because we had to collect all the paperwork for it. But now we are real-time, we know what our sales are for that day, we know what our gross profit is for that day and we generate reports, so everybody knows where we stand."

Sonia Smith, Controller, Summit Imaging

nanophase™
Nanoengineered Products

Rootstock scored the highest against our full list of requirements, and best fulfilled the three main goals we wished to achieve."

– Glenn Judd
VP of Operations and Engineering, Nanophase

"Rootstock is built on the Salesforce Platform. This offers a wide selection of applications we can quickly integrate into our system to expand its capabilities, which provides added confidence that this system will service any needs that might come along."

Glenn Judd, VP of Operations and Engineering, Nanophase

"The advantages to the company and to the employees are clear to everyone. The reaction has been 'Gee, why didn't we do this sooner?"

Glenn Judd, VP of Operations and Engineering, Nanophase

"We needed a system, we could easily customize to meet our evolving needs, that would grow with us, and would be around for many years to come, no matter how big we got."

Glenn Judd, VP of Operations and Engineering, Nanophase

"We wanted to evolve into a metrics-based, performance-based culture, and you can't do that without timely, accurate data."

Glenn Judd, VP of Operations and Engineering, Nanophase

Back to Industries

OSI

We care from the Beginning

> With Rootstock being a full ERP solution, it gave us the potential to support operations, customer service, sales, and finance all on the same platform."
>
> **– Pattara Vikitset**
>
> *Board of Directors and Special Projects Lead, OSI*

"But, having worked with Rootstock in the past, and following the guidance, we knew the solution would do much more than just modernize operations. This solution would improve all aspects of OSI, from compliance and quality through to costing, inventory, finance, sales, and more."

Pattara Vikitset, Board of Directors and Special Projects Lead, OSI

"Now we can see [downtime] data in Rootstock, analyze it, and start finding ways to utilize our unused capacity. Rootstock lets us become better at being an OEM because we can really understand our costing, uptime and downtime, and production times."

Pattara Vikitset, Board of Directors and Special Projects Lead, OSI

"But this new solution [with ComplianceQuest] lets us ensure higher quality with more accuracy in less time while improving compliance across the operations because the data is instantly visible across Rootstock."

Pattara Vikitset, Board of Directors and Special Projects Lead, OSI

"The nature of ERP links everything, which gave us the opportunity to change how our company works. Now we can see that data, our workers know what they need to know, and we're better able to manage production costs accordingly. We have a grand technology vision at OSI, and Rootstock is helping get us there."

Pattara Vikitset, Board of Directors and Special Projects Lead, OSI

"It was my first introduction to Rootstock in this particular project and I was blown away by the integration of the solution using the same singular data set, the same objects, the same security model, the same authorizations. That was tremendous to me."

– Chad Wright

CIO, Boston Dynamics

"Dent Wizard credit the automation with helping reduce inventory shrinkage by 50%; one of the biggest wins from the automation they've put in place so far."

Dent Wizard Management Team

"We feel like we have a platform that can actually automate where we need to, give us visibility when we need it, and give us the flexibility to change with business."

Dent Wizard Management Team

"Dent Wizard now sees a 30-50% reduction in the time it takes to process these high-volume transactions. For example, if a purchase order needs to be modified, because the order was short or a key was wrong, it used to take 6-8 screens and 25 mouse clicks. Now it's just a few short keystrokes."

Dent Wizard Management Team

ABOUT ROOTSTOCK.COM

Rootstock Software® is a worldwide provider of cloud ERP on the Salesforce Cloud Platform. When combined with Salesforce CRM, Rootstock Cloud ERP offers manufacturing, distribution, and supply chain organizations a single platform to grow and manage their businesses.

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