



WILTON TRANSFORMS OPERATIONS WITH SCALABLE ERP SOLUTION

WILTON INDUSTRIES

/// CASE STUDY



This leading consumer brands company turned to EDS, an HP company, for help integrating infrastructure, standardizing processes and providing a platform from which it could expand its business.

CLIENT PROFILE

www.wilton.com

Originally founded as an educational institution more than 75 years ago, Wilton Industries has become a leading baking and cake decorating supply manufacturer. As the preferred brand for more than half a century, Wilton Industries has proven its commitment to success.

Industry:

Consumer Industries & Retail

Headquarters: Woodridge, Illinois

Business Needs Addressed:

Productivity

"EDS was instrumental in stabilizing our IT environment and providing a structured approach to implementing the ERP solution successfully."

Clay Naccarato
VP Operations
Wilton Industries

Company needed robust data for planning and reporting

Wilton, the number one preferred brand name in baking and cake decorating products for more than 50 years, had three business divisions. Two of them used an enterprise resource planning (ERP) solution the company believed was incompatible for its business. The third and largest division ran on a homegrown, legacy application that was not suited for an upgrade. Moreover, as the company grew, it demanded more information to guide its activities. For example, existing reports could not be modified quickly enough to keep pace, users could not interact with the data, and many users had needed information presented in different formats.

As a successful company focused on improving internal processes and customer satisfaction, Wilton knew it was time for change. So, the company turned to EDS and PeopleSoft to implement PeopleSoft's Financial, Purchasing Manufacturing and Distribution modules.

EDS' resource planning system enabled faster allocation decisions

Project management responsibilities for the project were split between Wilton, PeopleSoft and EDS. Wilton was responsible for overall project management. PeopleSoft was responsible for the implementation methodology, application consulting, and PeopleSoft software modifications. EDS was responsible for all aspects of technical delivery on the project and provided overall business process and project management consulting. In addition, EDS coordinated the user training and testing. These two efforts contributed significantly to the users' quick adaptation to the new system.

Through the last several years, Wilton's PeopleSoft solution has stabilized, enabling the company to reallocate technical resources from support activities to enhancing PeopleSoft capabilities. This was made possible because EDS kept the customization of PeopleSoft code to a minimum.

GREATER VISIBILITY ENHANCES CONTROL

Outsourcing with EDS provides Wilton with a comprehensive technology solution, including management of the company's local- and wide-area global network and midrange servers. EDS also supports more than 350 desktops across the company's facilities, including hardware, software and support.

Services featured

- Applications Management Services - Enterprise
- Data Center Modernization Services
- Network Management Services
- Server Management Services

Wilton poised for growth with new ERP solution

Today, the PeopleSoft ERP solution provides a stable platform from which Wilton can continue to grow its business. After only two months in production, the company exceeded its shipping forecast. Real-time actionable information about customers and suppliers helps the company respond to fluctuating demand and logistics issues. In addition, cost pressures up and down the supply chain have stabilized - helping Wilton offer more competitive pricing to its retail clients.

Through the years, Wilton has developed systems expertise and learned to optimize its business as a result. To meet the increased business demands, the company has made extensive use of Excel, Access and end-user reporting based on downloads from PeopleSoft ERP.

While advancing to the next level of supply chain maturity, Wilton has turned to PeopleSoft and EDS to implement the JD Edwards Business Intelligence (BI) solution, which leverages MicroStrategy, Informatica and WebSphere technologies.

In addition to the BI initiative, Wilton's need for improved forecasting and consensus demand planning also led them to PeopleSoft's solution. As a result of process improvements and the access to forecasting information that the new system provides, Wilton is experiencing record inventory management metrics.

The EDS and Wilton relationship continues to grow as does Wilton's business. In May 2005, EDS and Wilton signed a seven-year contract extension.

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