



Aerospace subcontractor benefits by replacing bespoke MRP

R.H.H. Franks (New Milton) Ltd, based in Hampshire is a subcontractor to the aerospace sector, providing specialist machining and fabrication of parts. With customers such as Agusta Westland, GKN Aerospace-Aerostructures and Honeywell, they need to comply with various quality standards such as BS EN ISO9001:2008 and AS9100. Up until around 2000 the company was running a paper-based system, with no electronic link between bills of materials and routes. They considered various off-the shelf systems at this point, including 123insight but chose to develop an in-house system instead. Operations Director David Goodfellow explained; *“We decided to hire an individual to write a system in-house, as we felt at the time this gave us the best opportunity get something to meet our needs exactly. It was OK for a couple of years but we hadn’t really gained much and knew that we needed to move on from it. Although we did have traceability it was very fragmented.”*

They decided to revisit 123insight and booked to attend an Evaluation Workshop. Said David; *“We didn’t look at any of the systems we’d previously considered as they didn’t seem to fit our needs and were too expensive. With the traditional approach of sales people they are just there to sell you something. They are not really concerned whether it is going to work, as by then they’ve got their commission. The workshop was like being back at school - it was an education. There was no sales pressure - you can make your own mind up about it, and ask anything you like about the software.”*



David Goodfellow - Operations Director

The company made the decision to select 123insight and sent three people on the no-obligation training, who then provided downstream training to staff. Once completed the data was migrated from their bespoke system to 123insight using the Data Import toolkit. All of this was achieved over a five-week period. David cited the system’s ease of use as a key factor in its fast deployment; *“Anyone with a basic knowledge of any system can pick it up in four or five hours. Once you’ve learnt the basic principles you can quite easily go into any other area of the software and apply that knowledge.”*

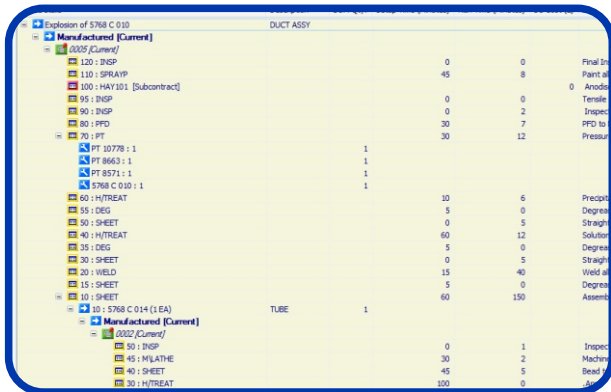
Key Benefits:

- Replaced bespoke system that cost £45k
- Delivered 50% better ROI than previous system
- 30% reduction in paper
- Minimal support needs
- Live within 5 weeks
- New staff learn system in 4-5 hours
- Low monthly rental of £970 (17 licences)

R.H.H. Franks went live across all departments, with several immediate benefits becoming apparent. Paperwork saw an immediate drop, with 30% less paper being generated.



Documents could now be associated electronically with parts and can be viewed on any PC monitor throughout the business. Stock control was also improved, with staff knowing immediately when something had arrived in goods inwards. There was a much greater visibility of forthcoming workloads, which allowed better planning. The tree-structure view of BOMs and routings allows for quick, easy drill-down whenever needed; *“Some of our assemblies are quite extensive due to the number of levels and processes; often more than a screenful for a single product, so the visibility aspect of 123insight was of great benefit to us.”*



Some products have a limited shelf life, so R.H.H. Franks took advantage of 123insight’s ability to specify a use-by date. As a result stock can be used in a FIFO (first in/first out) basis. Also, when staff are quoting on repeat orders that include stock with limited shelf life they can immediately see whether there will be a date-related issue with supply, or if new stock needs to be ordered.

Quoting in general has improved, as staff are now able to give customers estimates immediately over the phone based on previous prices. If they have to obtain quotes on price-sensitive items the information to obtain these is readily available.

In the six years that the company has been using the system they have made well

below the 123insight average of one technical call per customer per month, with David struggling to recall the last time he needed support; *“On the rare occasions we’ve needed support it’s been quick and positive. We’ve not experienced any downtime as a result of software issues. Also, updates tend to be smooth as they*

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follow the ethos of the software’s ease of use. Once people get the ethos of the product they understand updates very quickly.” R.H.H. Franks have also benefited from updates received in new releases of the software based on suggestions that they had put forward.

In comparison to the development of the bespoke system 123insight works out at around 50% of the cost, whilst providing much greater functionality. David believes when compared to the traditional approach of massive initial capital outlay, consultancy fees and annual maintenance that 123insight pays its way completely, concluding; “It’s effectively a cost-neutral for our business. I liked the concept of no capital outlay and that if it wasn’t suitable we could walk away before putting in too much effort - clearly we haven’t. The system is very easy to use and can be adapted to most types of businesses.”