

CUSTOMER SUCCESS

MEET SOLARA ADJUSTABLE PATIO COVER

Who: Solara Adjustable Patio Cover

What: Design & manufacture of patio covers and canopies

Where: Phoenix, Arizona

Web: www.patiocover.us



Headquartered in Phoenix, Arizona, Solara design and manufacture a comprehensive line of innovative shading systems for the home. The company's patented patio covers and canopies are produced and assembled in their 4,400 sq. ft. manufacturing plant, where each product is backed by the highest industry standards and quality. Solara's all-aluminium, adjustable patio covers are tailor-made, designed to suit individual customer requirements and tastes. All Solara products are eco-friendly, helping customers to lower their monthly lighting, cooling and heating bills by providing comfortable shade and ventilation all summer long and direct natural light during the winter months.

Solara's *smart* patio covers enable customers to increase their living space, making back yards, porches or lawns attractive extensions of their homes – all year round. As long-time market specialists, with a sales and distribution network throughout the US, Solara guarantees quality and satisfaction, with state-of-the-art, long-lasting, deterioration-resistant products that do not require maintenance.

CHALLENGE

As one of the leading manufacturers and vendors of patio covers in the US, Solara continues to grow their business at a rapid pace. In recent years, this has meant expanding their product offering, adding new production and assembly processes and increasing their manpower, with additional staff on the shop floor and in sales and customer support. But after deploying an assortment of business management software to run their business, it became clear to Solara that to remain competitive, they had to make some drastic changes to their current in-house systems.

"We just couldn't keep up," said Nadav Razon, CEO of Solara. "We were managing our operations with one software, customer service with another and our warehouses and inventory with yet another. Maintaining so many different systems under one roof meant spending more time and costly IT resources just to ensure minimal system downtime."

When it came time to consider replacing all of their software systems with a single ERP solution, Razon and his team made a list of their must-haves. "Putting the customer first is key," said Razon. "We knew we needed an ERP with a strong, built-in CRM to handle leads, quotes, sales team management and customer support. We also needed to ramp-up our entire manufacturing process and with it, implement a system that would also handle our warehouses, inventory and our distribution network that runs coast to coast."

SOLUTION

"We took a long, hard look at all the options out there," comments Razon. "Putting an ERP system in place, getting it up and running and getting our employees on board fast, was very important to us." The Solara team were introduced to several ERP systems in an effort to choose the best possible option for manufacturing. After checking the market and taking part in numerous system demos, Solara got on board with Priority Software to manage their entire business operations, from the shop floor to the customer's back yard.

"Priority was on a whole other level," said Razon. "Once we closed the deal, the Priority project management team went into action. System implementation was exceptionally quick and seamless and included training for our employees who would work with Priority." The Solara team, from their admin and finance departments, to their sales teams and shop floor managers, commented on Priority's highly intuitive user interface, making information more accessible and learning users' habits and preferences.

"What we really appreciate is that we can personalize the homepage, add shortcuts to our most common tasks and easily access our open tasks and to-do lists. And because Priority's UX is web-based, interface, it's accessible from anywhere and at any time," commented many of Solara's new Priority users. "There's a global search by just opening the browser and entering a URL, plus we really like how Priority has built-in email sync to Outlook and Gmail."

RESULTS

For Solara, the results were clear. Priority played a major role in the company's productivity. This was realized in Solara's product turnaround time, **saving up to 20%** in overall manufacturing time and resources. Solara's shop floor managers now had better control of their production processes, more accurate real-time inventory management and stock control and raw materials that made it to the production line – faster. "We managed to reduce our operational costs across the board," says Razon. "With Priority's strong BI and easy to access management dashboard, I'm now able to view our entire operation and the status of each and every customer, with reliable data and metrics – all in real time. This helps take our decision-making to a record high level and it makes a real difference in how we deliver the end product to our customers."

Adds Razon, "Priority has helped us boost our business, not only at our head office and manufacturing plant, but our distributors around the country feel the impact Priority ERP has made, not only on our business, but on their business as well – and that's true added value. We're in an industry where our products are all custom-made, tailored to our customers' needs and tastes. We pride ourselves in highly personalized service and with Priority's built-in CRM, we're always on top of every order, every support ticket and every customer service call. More importantly, Priority ERP gives us the flexibility we need to make design changes along the way, an integral part of any manufacturing operation. Priority gives us the tools to do just that – and more."

"WE MANAGED TO REDUCE OUR OPERATIONAL COSTS ACROSS THE BOARD, SAVING UP TO 20% IN OVERALL MANUFACTURING TIME AND RESOURCES."

NADAV RAZON, SOLARA CEO

