CASE STUDY

springpoint™
industrial process software solutions

How Etheredge Industrial Services Uses Spring Point Suite to Become More Efficient at Every Level

CUSTOMER NAME
ETHEREDGE INDUSTRIAL SERVICES

LOCATIONS
6719 Woolworth Rd Shreveport, LA

11698 FM 3270 Tyler, TX

5129 Hwy 397 Iowa, LA

CUSTOMER BACKGROUND

In February 1986, Etheredge Electric Company, LLC (EEC) was established to meet the demand for advanced electric motor sales and service in the Northwest Louisiana region. In 2019, the company transitioned to Etheredge Industrial Services, continuing its growth and expanding its capabilities throughout the Southern United States. EEC is a full-service facility, offering repairs, rewinding, and upgrades for AC and DC electric motors of all makes and sizes for the industrial sector. Additional service lines include new motor sales, field service repairs, compressor sales and repairs, as well as motor storage.

Etheredge Industrial Services
Shreveport, LA

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THE CHALLENGE

- Lack of transparency between shop operations and the visibility in the ERP system

- Difficulty accessing essential information

- Excessive reliance on paper

- Customer and vendor data not centralized

- Scheduling challenges

- Lost productivity

- Inconsistent systems across locations

- Dependence on manual spreadsheets

THE SOLUTION

A new software platform that integrates various aspects of industrial apparatus sales and service into a comprehensive system, specifically tailored for the industry.

Increase Efficiency

Increase Quality

Increase Productivity

Increase Capacity

Increase Profitability

THE BENEFIT

"Spring Point performed a demo years prior to my coming to the company, but no change was made at that time. After a change in management, the team wanted to pursue this more technologically advanced ERP.

We have recently had one employee in our accounting department retire and we did not replace her. The efficiency gained in our accounting processes was sufficient to allow her duties to be absorbed by remaining staff who weren't as busy as they had previously been. We went paperless with A/P in just a matter of months of implementation. Within a year or so we were paperless with the invoice process. Prior to that, job binders were kept and were walked from the back of our shop to the front accounting office before anything could be billed. A job could be complete, but without that binder/job folder turned in, nothing happened. Now we just check the job status, and all of the paperwork is scanned in by our QA department. Our credit card reconciliations are a huge time saver as well. How we manage customer and vendor data is all centralized in MotorBase. Before, all locations had their own system and there was no transparency. We greatly improved how we manage our sales tax exemptions just by requiring them all to be inputted in the customer attachments. The scheduling process is much more accurate and streamlined.

Companywide, the best feature is one of the simplest and that is the use of job statuses. Prior to MotorBase, we had so much lost time communicating back and forth about the status of an open job or jobs that were complete but not billed. We kept long-running manual spreadsheets of all the jobs we were waiting on information for to bill. Now we have a status code for any issue. There is increased accountability because we can easily track how long a job has been complete and sitting with a status of needing information in order to bill. The status codes are also key prior to the billing function. They are very helpful in knowing where we are with a job and when jobs sit on the WIP schedule for a long time, the job status gives a quick understanding about whether this is a problem, or the timeline is reasonable. An added gain with the job statuses and job dates is how we can schedule jobs and in turn, come up with much more accurate projections. We can better forecast 3-5 months out because our data is more accurate just based on how it is being inputted. This is important for accounting, sales, the shop and the owners. We all look at these figures to know what is on the horizon and better plan."
~Olivia Maness, CPA, CGMA, Chief Financial Officer
Etheredge Industrial Services