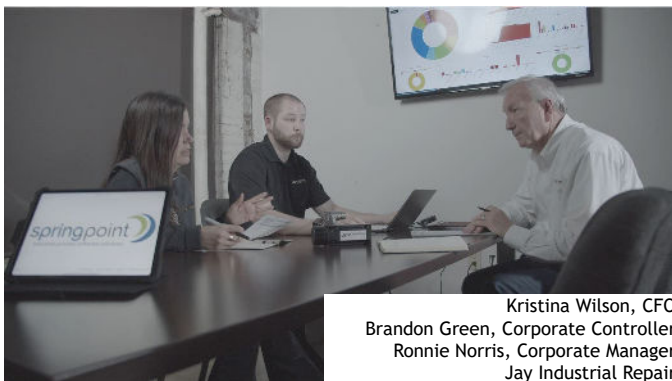


CASE STUDY

The Spring Point Suite has enabled Jay Industrial Repair to improve efficiency at every level, facilitate real-time information sharing, and streamline processes

CUSTOMER BACKGROUND

Jay Industrial Repair operates multiple businesses across seven locations in two states, serving a sales territory that spans the southeastern United States. The Jay team comprises a unique group of skilled electro-mechanical professionals committed to providing fast, accurate responses through exceptional value and quality customer service. Every day, Jay Industrial Repair employees prioritize plant safety, uphold strong business ethics, and focus on continuously improving their products, facilities, and processes.



Kristina Wilson, CFO
Brandon Green, Corporate Controller
Ronnie Norris, Corporate Manager
Jay Industrial Repair



CUSTOMER NAME

JAY INDUSTRIAL REPAIR

LOCATION

CORPORATE HEADQUARTERS

2230 2nd Ave South Birmingham, AL



Jay Industrial Repair
Birmingham, AL

THE CHALLENGE

- Reliant on outdated methods
- Information scattered across multiple systems
- No 24/7 remote access to data
- Challenging and limited reporting capabilities
- Insufficient visibility and business intelligence
- Lost productivity

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 Capacity



Increase Profitability



Increase Productivity

THE BENEFIT

MotorBase ERP and the Spring Point Suite have enabled them to:

- Become more efficient at every level
- Share information in real time
- Standardize process

One of the things that really attracted me to Spring Point Solutions and the suite of products is the fact that everything is housed under one system. So, you have operations, you have billing, and you have reporting, all within one unified system.

As CFO of the company, it just makes finance departments work so much easier and we're so much more productive because of that. I know that other places I've worked, it's been really frustrating because you had billing in one system, you had operations in another, you had the general ledger in another system, and you had to do monthly reconciliations. You had to do so much extra work to make sure that the systems were communicating to each other. But with Spring Point Solutions the communication is seamless because it's all within one umbrella of products. And that has been amazing.

All the nuances [of the apparatus sales and service] industry have already been factored in. So that's really made things extremely, extremely helpful.

We have really been impressed with Spring Point Solutions, more specifically MotorBase ERP, and just how much data we can get from the system... our owner, our president can quickly go to their phone, can go to their computer, and see the state of the business. When you bring all of that together, this really has been the most efficient, the most intuitive, and useful system I've ever used.

It's a joy to work in a system where everything is all under one roof.

With the previous system(s)

- Stuck in the past
- Information stored in disparate systems
- Did not have 24/7 remote access to information
- Reporting was difficult and lacked detail
- Lack of visibility and business intelligence

After switching to Spring Point

- All aspects of business information under one cohesive system
- Ability to drill down into numbers to understand business units and profit lines
- 24/7 remote access keeps people in all locations on the same page



Kristina Wilson, CFO
Jay Industrial Repair

We liked that [Spring Point] had a cloud-type system where everybody would be able to access it... and get real up-to-date information. And it's been one of the best investments that we've made as a company.

[Spring Point gives] everybody a lot more information on the current state of the business, and their accounts, and their customers, and the financial stuff. And it just made a lot of sense for our company, especially since we're spread apart, spread about by like six different branches across the state and into Georgia with salespeople all across the South. So, it just made a lot of sense for us.

Spring Point has allowed us to see things in real time [like sales tracking and trends on quoting] - we can make adjustments based on what we're seeing on our program.

From the managers to the salespeople to the corporate people here can all say that the contributions that Spring Point has made to Jay [have made] us a much better company today than we were, five, ten years ago.

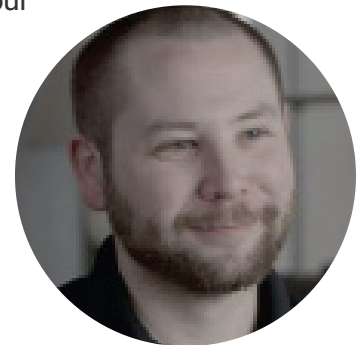
[MotorBase ERP] is a one stop shop. I think that the biggest benefit to that is for our owners and our executives being able to look at a business unit and a profit line and wanting to drill into that and understand how we got to that point with our profit line.

It allows us to look at things, both on a macro level and a micro level, without having to leave the system that we're already in.

As a former Data Administrator, it is my bread and butter!



Joel McMahon, CEO
Jay Industrial Repair



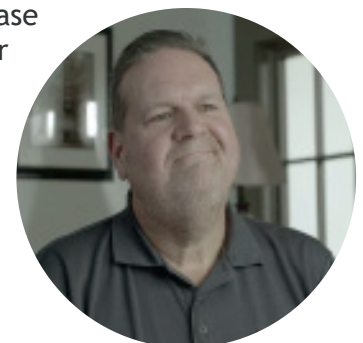
Brandon Green, Corporate Controller
Jay Industrial Repair



I mean, it's top notch – I love it!

~Kristina Wilson, CFO

Jay Industrial Repair's decision [in 2015] to move to Spring Point and their MotorBase operating system which was designed specifically for the rotating apparatus repair and service industry has been instrumental in improving and managing almost all aspects of our company. We have since added additional programs from Spring Point to better serve our customers: QM Wizard™ which is an electronic checklist, reporting, and data capture system providing enhanced quality management, process standardization, best practice consolidation, visibility and transparency, real-time data access and validation and 24/7 web based information flow; and Spring Point's CRM program. It allows us to track sales opportunities, portray the sales funnel, convert prospects to customers, manage sales operations, and schedule activities all on an internet-based program designed for our industry. Jay views Spring Point as a true partner and their software programs have benefited our company in so many positive ways.



John Beavers, Corporate Compliance Manager
Jay Industrial Repair

Jay Industrial Repair has multiple businesses, several locations in multiple states, and cover a sales territory of several states. QM Wizard has enabled them to:

- Standardize processes
- Promote best practices
- Unite all companies regardless of type of work onto a single platform.



Joel McMahon, CEO
Jay Industrial Repair



QM Wizard has really impressed our customers. It sets us apart from everybody else.

~Joel McMahon, CEO

Before QM Wizard

- Manual calculations for voltage drop on a synchronous rotor took 20 minutes.
- Physically looking up bearing journal and housing tolerances and copying that information onto a form.
- Handwritten forms sent to office to be reformatted before sending to customer.
- Variations in the way different locations and departments processed work.
- Lost time and duplicated effort on every job means paying employees for inefficiency and needlessly limiting shop capacity.

After QM Wizard

- Automated calculations and preset criteria save up to 20 min/job.
- Incorporated bearing tolerance information saves 10/min job (these are only 2 examples)
- Final reports completed when work is done.
- Saves hours per job.
- Standardization across the company.
- Visibility at the management level.

QM Wizard has really opened up our ability to manage the shop floor by the guys having access to specifications, having the forms that detail the type of information that a customer is looking for... We use QM Wizard for customers that have very complicated motor specifications, and it really simplifies the process for our guys on the shop floor. Our forms are built around the customer specification. So, it's easily the best way for us to supply the information that the customer is looking for in the reporting.



John Beavers, Corporate Compliance Manager
Jay Industrial Repair

We found that Spring Point's CRM was the perfect fit for us. It allows me as the manager to kind of keep a bird's-eye view of all the salespeople. We cover about eight states. So, it gives me an opportunity to see where everyone's at.

With Spring Point CRM, we have access to all the information that we have back at the plant - in front of us - right in front of the customer!

One of my favorite features is the maps. We cover eight states, and so I don't always know exactly where some of our accounts are, but all I need to do is just reference that customer. [Spring Point CRM] gives me a map that shows me exactly where that plant is. And I can also get directions how to get there!



Ronnie Norris, Corporate Manager
Jay Industrial Repair

The weekly highlights report tells me every activity that happened the past week or the week before - whatever I want: all the opportunities, all the new customers, all new prospects.

I can also see where we're at as far as goals - what we've done on a month-to-month basis or annual basis. And I can dig deeper and look at the salesperson and see what his numbers are.



Saves tons of time! I rely so much on
[Spring Point] CRM.

~Ronnie Norris, Corporate Manager

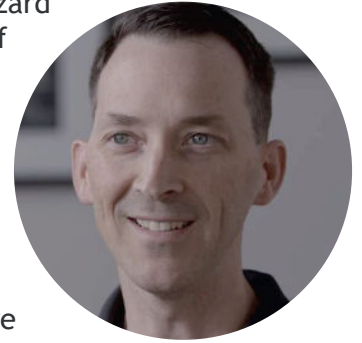
Before Spring Point CRM

- Sales reps spent hours each Sunday evening preparing weekly highlight reports
 - Past week's calls and results
 - Planned activities for the week ahead
- Sales reps had to run reports for each customer prior to making a sales call.
- Answering customer questions took 2-3 hours waiting for information from the home office.

After Spring Point CRM

- Eliminated Sunday night reporting - life is better for every sales rep.
- Information is available on site via mobile devices.
- Real-time information is available immediately.

We can standardize all of our practices across the company. The benefit of QM Wizard - as the Corporate Quality Manager at Jay Industrial Repair - is that I can see all of our locations from a standardized point of view, and I can be assured that we are all performing motor repair work the same exact way.



With QM Wizard technicians on the floor refer to the [unique] customer specifications. And if [an entry is outside the] specification, the QM Wizard will flag the task and let the Quality Manager in the service center know that the task is out of tolerance. And so now the technician has been alerted to it along with the service center Quality Manager, and they can come up with a fix to ensure that we get within the customer specifications.

Jonathon Gallagher, Corporate Compliance Manager
Jay Industrial Repair

This allows us to track all of our repairs across all of our locations, and to make sure they're all standardized on how we perform the work, but at the same time, fall within the specifications our customers have provided us.



We really use it as a marketing tool - having that ability to condense a very complicated specification down to a form [that] leads your technicians through the process.

~John Beavers, Corporate Compliance Manager

One of the biggest advantages to using a QM Wizard for our quality program is actually production related. We get to keep our technicians all on task and keep them in a workflow... It gives them a process to follow from start to finish. Task one, task two, test three in order.

With QM Wizard, we've found several ways to save time simply by [presetting] calculations or criteria... A perfect example would be voltage drop calculations. Back in the day you'd have to get a pen and paper or a calculator out and start manually doing all of your variances for each pole. Whereas in QM Wizard you set up formulas on the tasks that automatically calculate variances for each poll - makes their jobs a lot easier.



Jeff Keith, Quality Control Manager
Jay Industrial Repair

If you have a lot of poles on your synchronous rotor, you're going to spend up to 20 minutes doing manual calculations. With QM Wizard, you just type in your data and the program automatically calculate each poll for you. So, we're saving 20 minutes a couple of times a day here and there. That adds up.

Reports are:

- Quicker
- More reliable
- More accurate "and it goes to the customer before the motor ever leaves the shop."