



CASE BRIEF

# Integrating Systems to Meet Critical Business Needs

Turbine Support Services (TSS) is a Windsor, CT-based distributor of component parts for jet engines. Their key competitive differentiator is supplying clients with quality parts on short notice. This requires streamlined, efficient workflows in pivotal areas -- processing orders, tracking inventory, certifying parts, updating customer and vendor records, scheduling work to be completed up to two weeks out, and accurately billing large customers such as Pratt & Whitney.

As TSS' order volume and client roster grew, so did the challenge of pushing their ERP software to adapt to shifting workflows. One example: TSS developed an innovative new system for packaging parts which made installation easier for clients during aircraft maintenance - greatly improving customer satisfaction. But it was an operational headache, because ERP software wasn't designed to do what TSS now needed. They tinkered with manual workarounds, relying on Excel spreadsheets and whiteboards to manage orders, but this wasn't a sustainable way to operate - or grow.

Triple Helix determined the simplest, most cost-effective solution for TSS' immediate operational challenge would be an interface to their ERP system that made hard-to-get-at data easily accessible and visible in real-time where it was needed most - on the shop floor. The solution wasn't designed to be a replacement for the ERP system but rather a supplement to it, adding back in the 20% critical functionality that was lost as their business grew and workflow processes changed.

*more on reverse side...*



“All production and customer orders, plus our internal performance matrix, is now tracked through the visual ‘whiteboard’ that Triple Helix created.

**It has significantly streamlined our processes and improved our accuracy.**

We used to have to print anywhere from 20-30 reports a week, but now we print none. Everything that used to be difficult or impossible to access through our ERP system is now all at our fingertips on one screen that everyone can access, regardless of where they are or what device they're using."

- Matt Tomalonis, Vice President, Turbine Support Services



Move from a complex, multi-step process to a simple touch of a screen to retrieve the data you need. Easily access data that previously was buried layers deep, rarely seen, and barely operationalized. It's not the touch that matters, but what it reveals can propel your business.

**Triple Helix Corporation**  
Real Solutions to Improve Your Business

With this solution in place, data which had been buried deep in the ERP system is now automatically extracted and continually updated on a 60-inch touchscreen monitor that is installed in the shop area where orders are fulfilled. Anyone in the company can instantly see what is due to ship today, tomorrow or next week. Inventory levels, shipment status, order changes, are all clearly visible at a glance. Processes have been streamlined, and data accuracy has been improved. Reports are no longer printed out and routinely questioned for accuracy. In fact, a second touchscreen was installed in TSS' Georgia facility, alleviating the need to hire individuals to manually handle the paperwork - saving the company \$150,000+ annually.

TSS offers an excellent example of a growing company whose employees begin to rely on a readily available tool like Excel or Access when they can't get their jobs done through more sophisticated systems like ERP software. What starts as a demand driven "temporary" workaround soon becomes a routine, inefficient and limiting way of running the business.

Triple Helix developed a solution that allows TSS to realize all the benefits of utilizing Excel, but in a way that better manages the weaknesses and risks that an over-dependence on Excel introduces. Our solution improved integration between Excel and TSS' ERP system, thereby solving a specific data access and reporting problem.

It is the best of both worlds - enabling them to retain the good qualities of Excel while simultaneously reducing any adverse limitations. The result is a "new" architecture that delivers data from disparate sources into a consolidated, user-friendly, easy-to-maintain single point of access. That is the Triple Helix difference. Real solutions to improve your business.



We help businesses improve how their data is managed – streamlining inefficient workflow processes, providing real-time visibility to information that's hard to access, integrating systems that don't talk to each other, or analyzing data to uncover the possibilities that produce smarter, quicker decision making.

As data grows exponentially in your business, the sheer volume can be unbearable and unproductive. Managed effectively, data can add value to your business processes. Information overload can be redefined as information opportunity.



**Real Solutions to Improve Your Business.**

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