

Delivering Scalable ERP Support for a Growing Specialty Chemical Manufacturer

Modernizing Enterprise Systems and Supporting Strategic Expansion

ERP & Application Support for Manufacturing

CASE STUDY SUMMARY

CLIENT:

Established specialty
chemical manufacturer

CLIENT CUSTOMERS:

Food, cosmetic,
automotive, and industrial
brands

PROBLEM:

- Complex, heavily customized ERP system
- Overloaded internal IT resources
- Limited vendor support for non-standard code
- Needed help integrating a major acquisition

CAUSE:

Custom ERP landscape
lacked flexible, expert-level
external support

SOLUTION:

ERP and application
support, optimization
consulting, and acquisition
integration

RESULTS:

- Simplified ERP support
- Freed internal IT
- Optimized operations
- Integrated acquisition

CHALLENGE



A specialty chemical manufacturer—operating since 1910—produces advanced chemical formulations for use in food, cosmetics, automotive, and industrial products. As their operations expanded, so did the complexity of their IBM i-based Enterprise Resource Planning (ERP) system, which had been heavily modified over time. The company's internal IT team was stretched thin supporting these customizations, and lacked the bandwidth to integrate a major European acquisition. Relying on their ERP vendor yielded little help, as support was limited to standard code issues and infrequent assistance.

SOLUTION



ProCern Technology Solutions, whose team included original architects of the client's IBM i-based ERP platform, provided comprehensive support that went beyond standard vendor capabilities. The partnership began with application and ERP modification support, allowing internal teams to focus on higher-value work.

As the manufacturer grew, ProCern evolved with them:

- Provided optimization consulting for planning, purchasing, inventory, and customer service at a key manufacturing facility.
- Resolved over 300 software issues in the first year—compared to fewer than five previously addressed annually by the ERP vendor.
- Led the IT and operational integration of a newly acquired European chemical manufacturer, including project management, programming, and training.
- Delivered deep industry expertise specific to chemical manufacturing, enabling efficient support of evolving business and technology needs.

RESULTS



With ProCern as a strategic partner, the chemical company significantly reduced its IT burden, optimized operations, and achieved a seamless integration of an international acquisition. The long-term relationship empowered the business to evolve its ERP system without compromising internal efficiency.