



success story

Eclipse, Inc. – Rockford, Illinois

Park Street Software's Riveon Extended Enterprise™ – Transforming Business at Eclipse and Making Vital Information Available to Anyone, Anywhere, Anytime!

The Problem

The Eclipse management team took it upon themselves to find out first-hand what their customers and channel partners thought of their relationship with Eclipse. The team did a phone survey. Over and over again, they heard people sing the praises of their Combustion Systems, Heat Exchangers and other product lines. But just as frequently the team heard that Eclipse needed to be easier with which to do business.

People want Eclipse products, but they also want easier access to information on product availability, pricing, billing, order disposition and shipping status. Not an easy task for a company that's been around since 1908 and, like most manufacturers, has acquired over the years a collection of purchased software, data silos and legacy systems.

The Solution

Riveon Extended Enterprise was chosen by Eclipse to help make doing business easier. Now Riveon supports Eclipse customers, sales channels, customer service staff, and its executive team with the information sharing and the decision support capabilities needed to drive its business, easily.

According to Bill Tomlinson, IT Director of Eclipse, "I recommended Riveon as our information sharing solution for three reasons: out-of-the-box functionality, implementation timeframe, and the Park Street Software team spoke our language - manufacturing." "They might not have known the Burner business, but they quickly understood our issues and how to resolve them." Riveon isn't a tool kit; it's a finished application pre-configured to connect manufacturers and distributors with their Value Chain – Riveon was implemented in under three weeks.

Ease of Use

It was important to Eclipse that a solution be easy-to-use. They chose Riveon because it is designed for the 'casual' business system user. All the end user needs is a browser or wireless Internet access, and they may use the 'point & click' navigation to which they are accustomed. "Using Riveon is intuitive. Our teams were able to be productive with almost no training," said Patrick O'Keefe of Marketing. "It provides the reps with the information they need to manage their customers – and it's easy to use!"

Like many sales teams, the Eclipse users were usually without direct access to the customer and product data that they really needed. They were too dependent upon manual processes and shipments of week-old printed reports. Now with Riveon, they have access to the information they need, even to tracking customer bookings and their own commission numbers. Riveon has quickly expanded access to customer and product information from what was a handful of ERP power-users to now over 200 people.

Eclipse is also forecasting an 8% to 10% efficiency improvement for the sales team through the deployment of Riveon's Wireless feature. Mr. O'Keefe is arming the Eclipse reps with wireless PDAs, so that they may access product and order information and resolve questions while on-site with the customer. These newfound efficiencies for the sales team are a valuable alternative to simply adding more staff, especially when it takes years to effectively train a new-hire for this technical, consultative role.

Back Office Systems Go Global

For Lach Perks, GM Eclipse Americas & Asia, data integrity and common access are huge benefits of Riveon. It is Eclipse's first universally applicable tool to cut across all business applications and give everyone access to the same critical information.

"Riveon helps us create a common language, using a common set of terms, accessing a common data set, and for the first time giving everyone the same answers. Even our international offices now get to look at our inventory, for interoffice transactions and used parts, to which they didn't previously have access."

International access has helped Eclipse truly integrate its worldwide operations, giving round-the-clock access to information from all locations. Riveon has eliminated manual processes, 24-hour turnarounds for simple questions, and streamlined access to up-to-date information. It has also given 80 worldwide operations facilities on-line access to project information and product drawings at Eclipse corporate.

Secure Access to Enterprise Information

"Riveon addressed our security concerns in two ways. First, it provided a pre-configured, secured portal for each type of Value Chain member: customer, supplier, distributor, field sales, and our employees. Second, for the first time, through Riveon, we have the security structure to restrict each member to viewing just his or her slice of the enterprise. For example, sales reps can only see the information that relates to their orders for their customers," said Tomlinson. Riveon also provided 'read-only' access to critical ERP information, which wasn't available to them prior to using Riveon – Riveon added to the feature-set of their ERP.

Fast and Effective Decision Making

O'Keefe adds, "Management has found that 'Vital Indicators' offers an invaluable snapshot of our business standing. With a few clicks we have an excellent overview of our sales bookings and shipments - by top customer, by product family and by industries we serve. We also see what is happening with inventory levels and our backlog, as well as open orders to suppliers. In thirty seconds we have a truly complete overview of our business."

"Riveon has enabled us to re-deploy 30% of our support staff. We're moving those resources to a more proactive role, better serving strategic accounts and actually generating additional revenue."

Patrick O'Keefe
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