



Case Study / **parkell**[®]

How Parkell reduced its repair cycle by twenty-five percent

Situation

Parkell has been designing and manufacturing innovative, premium-quality, and internationally recognized dental materials and equipment for more than seventy-five years. Manufactured in the United States, the company's products are sold in more than sixty countries through an extensive network of distributors.

The company spent years dealing with a bespoke yet outdated Linux-based system. In 2017, it transitioned most of its business operations to a NetSuite platform, leaving only the repair department on the thirty-year-old Linux system.

“There was no visibility into what was happening in the repair department.”

“Because we didn't switch everything to NetSuite, that left us running two separate systems,” said Bill Griffin, Parkell's Executive Vice President of Information Technology.

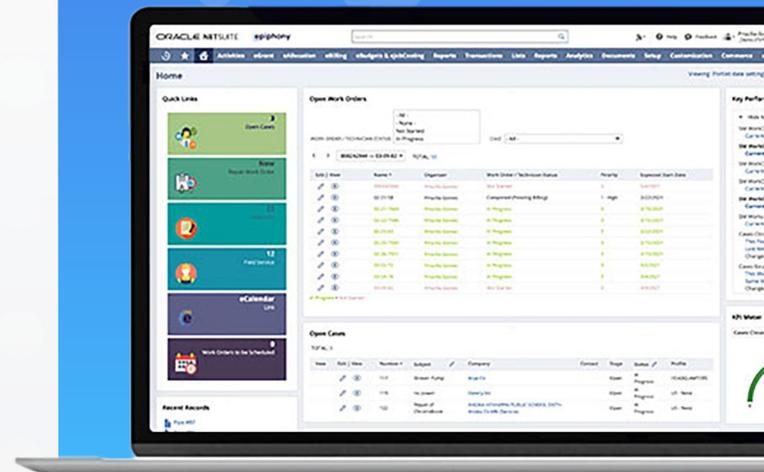
“With the repair records in one place and everything else in another place, there was no visibility into what was happening in the repair department.”

Seeking a way to consolidate its systems and streamline operations with the help of a vendor with deep industry knowledge, Parkell turned to Epiphany.

“The Epiphany team is easy to work with. They're professional. They understand our business, and they understand NetSuite and what could be done with it.”

Bill Griffin

*Executive Vice President
of Information Technology, Parkell*





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Solution

Epiphany has been the industry leader in project profitability, contract, and repair management for almost more than two decades. The company has worked in many industries, including telecom, medical, oil and gas, computer hardware, energy, and commercial cleaning.

Powered by NetSuite, Epiphany's repair management solution was just what Bill needed in terms of creating a system customized to Parkell's complex workflows and processes.

“From our point of view, Epiphany was the best vendor we came across.”

“We looked at four other systems and actually gave another vendor a try before selecting Epiphany,” said Bill. “From our point of view, Epiphany was the best vendor we came across.”

Michael Schoendorf, Parkell's IT Support Specialist, agreed. “The Epiphany team's level of experience and knowledge of NetSuite and what we were trying to accomplish impressed us. They fielded all of our questions and concerns, and they had a solution for everything. They even gave us multiple solutions from which to choose.”

Once the solutions were agreed upon, the Epiphany team began creating a customized solution that was better than NetSuite's built-in options.

Outcomes

A key feature that Parkell leveraged was the repair bill of materials (BOM). Parkell has a manufacturing BOM that has more than one thousand components. Epiphany allowed Parkell to define a manageable repair BOM of only twelve components, making the repair process simpler and more efficient. This had the impact of reducing the repair cycle by twenty-five percent.

Although the new system has yet to be fully implemented, Bill and Michael are optimistic about the additional benefits it will bring. They are particularly pleased with Epiphany's ability to anticipate their questions and provide immediate suggestions.

“The Epiphany team is easy to work with,” said Bill. “They're professional, they understand our business, and they understand NetSuite and what could be done with it.”

Bill and Michael have been pleased with Epiphany's level of service and customization throughout the implementation process. Results are still pending, but they expect a significant improvement in efficiency and visibility once the system goes live.