

NITTANY PAPER MILLS IMPLEMENTS NEW ERP SYSTEM WITH IMC SUPPORT

ABOUT NITTANY PAPER MILLS, INC. Nittany Paper Mills (NPM) offers a complete line of premium paper product solutions including a USDA Biopreferred line made of rapidly renewable sources. Products include paper towels, bath tissue, facial tissue, toilet seat covers and dispensers.

THE CHALLENGE. Nittany Paper Mills is growing rapidly and recent events have clarified the need for a single source software solution that supports the comprehensive needs of the Company from CRM to cash. NPM contacted IMC requesting support in selecting a new ERP software system for the company. IMC contracted DVIRC, a Pennsylvania-based MEP center also part of the MEP National Network, to support a project to assist NPM's management in the selection of ERP software that will best support the future state business processes of the company. The software solution acquired would represent a significant upgrade from the current combination of QuickBooks and other systems used to support the rapidly growing operations of the business.

MEP CENTER'S ROLE. In order to determine the best ERP solution for Nittany Mills, research was conducted in multiple phases. First, key employees were interviewed regarding business processes from CRM to cash. Once interviews were complete, the company was provided with a business process narrative. This document introduced the company to the marketplace, presents the business proposition for the new software and presents from CRM to cash the current state and future state needs. Each vendor used this document to provide budgetary quotes for software licenses, annual maintenance costs and an estimate for implementation of their solution. NPM was provided with a summary of vendor responses in a comprehensive spreadsheet presentation for review. The team then decided which vendors to review in detail in the demonstration portion of this project. Phase 2 included two rounds of demonstrations. The first round was a half-day review of the vendor's software based on a checklist that required the vendor to cover the functionality important to NPM. This project positioned NPM to select a comprehensive ERP software solution. ERP software will allow NPM to compete for more business as it provides the foundation for addressing the needs of its growing marketplace for supply chain excellence and flexibility to meet the specific needs of both large and small accounts.

"Through a resource at a sister center, IMC helped us identify a number of potential solutions, which I did not know existed for our specific industry. We were pleased with the level of diligence put forth in getting vendor responses to our needs specifically rather than just the sales pitch given by the vendors. This was great considering that as a small business we wear many hats, and this process can be dauntingly time consuming."

-John Cottrill, Controller

RESULTS



\$200,000 in cost savings



\$120,000 in new investment

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