

Rocore, A Leader in Heat Exchange Products, Leverages SourceDay to Automate PO Processes for Greater Efficiencies and Speed

Client Success Story | SourceDay

Background

Rocore was founded in Greendale, Wisconsin in 1984 as a supplier of fabricated sub-assemblies used in heavy duty industrial radiators. In the early 1990s, Rocore gradually moved away from sub-assembly fabrication into industrial radiator manufacturing and distribution. Today, Rocore is headquartered in Indianapolis, IN and encompasses two operating divisions with five operations, headquarters and three sales offices across the U.S., England, and the UAE. The company supplies a wide variety of heat exchange products and services.

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- Tina Grow,
IT Director at Rocore

Company Profile

Rocore - Manufacturing

About the Client:

Rocore manufactures and distributes industrial radiators.

Solution at a Glance

Challenge:

Rocore wanted to provide the same or better service to its clients without adding buyer headcount. It hoped to do this by reducing manual effort throughout the PO process.

Solution:

The efficiencies and productivity gained with SourceDay automated PO management software eliminated the need to fill a vacated buyer position.

Benefit:

SourceDay enables Rocore to do more, better, and with fewer resources by automating PO management and consolidating all related data into one place.

Challenge: Continuing Business As Usual with Less Headcount

Rocore was down a buyer and was curious to see if their newly-purchased SourceDay software would enable them to forego finding a replacement. The intent was to see how long they could go without filling the position. To their surprise, not only did SourceDay eliminate the need to hire, it solved many of their challenges inherent with manual PO management.

Some of the issues they were having are common to manufacturing companies, almost all related to time-consuming manual processes or lack of visibility. Grading vendors, for instance, was a burden and often inaccurate. Late shipments from suppliers required buyers to spend much of their time chasing purchase orders instead of working on exceptions. Information was frequently in multiple locations and communication between buyers and suppliers was sporadic.

"We were operating like a lot of manufacturers, making do with the tools and manual processes that have always been used," says Tina Grow, IT Director at Rocore. "When we implemented SourceDay, we had high hopes an automated solution would finally give us the functionality and visibility we needed to modernize our system."

Solution: Fully Optimize SourceDay to Eliminate Manual Processes and Centralize Data for Improved Productivity

SourceDay was chosen after Grow saw the software demoed at a conference. Specifically, she witnessed how the solution brings visibility, consistency, accuracy and easy access to the entire PO process for both buyers and suppliers. "SourceDay has changed everything in the best possible way," she says. "Grading suppliers through scorecards, for example, is now completely automated and visible to our team and our big suppliers. We can see shipping dates, shipping confirmations, what orders are hot and which vendors need a prompting - all in one place, visible to all stakeholders."

Rocore uses SourceDay's Advanced Shipping Notices (ASNs) requiring vendors to print a standardized, uniform barcode with every shipment, significantly shortening receiving time and reducing errors. "Using the ASNs, our work centers receive their orders the day it hits the dock, instead of waiting up to 24-hours," she says. "Now we avoid those transaction issues because everything moves so much faster."

Because all PO data and vendor communication is neatly achieved in SourceDay, buyers can easily cover for each other in the event someone is out of the office. No one has to dig through old emails or sift through outdated spreadsheets to recall prior conversations and commitments. With a seamless integration to Syteline/Cloud Suite Industrial ERPC, purchase orders flow directly to suppliers. Every interaction and purchase order modification is captured by SourceDay and updated in Syteline.

SourceDay has helped Rocore improve the accuracy of its accounting as well as its communications with vendors. Suppliers use SourceDay at no cost, giving them real-time visibility to their customers' purchasing and forecast demands, buyers and suppliers are finally on the same page, quite literally. The data speaks for itself and it's all available with a click.

SourceDay provided all of the training for Rocore buyers and their vendors, making the transition as easy as a one-hour training session. "Our suppliers were happy to start using SourceDay because it allows them to get their shipments recorded faster, which increases their payment speed," says Grow. "SourceDay is always adding new features and soon, suppliers will be able to submit their invoices through SourceDay, saving on printing and postage and guaranteeing they are processed faster."

Results: PO Management made simpler

Since converting to SourceDay, Rocore has:

- Reduced buyer headcount
- Gained centralized visibility into every detail of the PO cycle
- Improved relationships with vendors
- Reduced paperwork and most manual processes
- Increased on-time deliveries with less effort

About SourceDay:

Founded in 2013, SourceDay is the leading purchase order management solution provider for manufacturing and distribution companies. Clients use SourceDay to effectively manage their supply chain purchasing and maximize revenue while reducing cost and risk. SourceDay is easy to adopt and clients quickly realize significant savings.