



At a Glance

JELD-WEN

Industry

Millwork: Windows and Doors

Headquarters

Klamath Falls, Oregon

Employees

20,000 Employees

Logistics

More than 250 divisions worldwide

Solution

Epicor Enterprise

Business Challenge

Homegrown solution lacked flexibility and limited growth potential

Solution

Flexible financials solution with multicurrency functionality, consolidation, powerful reporting and integration capabilities

Business Benefits

- Multicurrency functionality and solution flexibility enables global expansion
- Improved efficiency through integration with manufacturing software
- Ability to manage reporting at department level enables greater control

Return on Investment

- Time spent compiling worldwide monthly reports reduced to within 10 business days
- Gradual 20-25% reduction in accounting personnel
- Consolidation of financial information from 250+ entities within one business day
- Cost savings enabled through leveraging worldwide Epicor support and services

Based in Klamath Falls, Oregon, JELD-WEN is the world's leading manufacturer of reliable windows and doors. In 1960, JELD-WEN began as a small Oregon millwork plant and has since grown into a multinational company with more than 250 divisions and 20,000 employees in nearly 20 countries.

With an eye set on growth to new markets, JELD-WEN came to realize that its homegrown general ledger (GL) and accounts payable system had limitations that hindered its efficiency and lacked the flexibility to accommodate growth. "The former system couldn't provide the flexibility and functionality we needed," said Kevin Palmer, corporate controller. "We had to rely solely on IT for writing and programming reports, which was a drain on our IT resources and created a bottleneck for the accounting team. We decided it was time to move to a more user-friendly, functional financials solution."

JELD-WEN was already in the process of implementing a software system to manage its manufacturing operations. According to Palmer, that solution did not have the GL functionality JELD-WEN required. Furthermore, it could not support the multicurrency capabilities that were critical to JELD-WEN's operations, which at the time spanned the United States and Canada, but would grow to include Australia, France, the United Kingdom, and Spain, as well as parts of Eastern Europe and South America.

JELD-WEN evaluated solutions from Great Plains and a Progress-based solution, ultimately deciding on Epicor Enterprise. "In our search, performance-for-price was definitely a key criterion. We were looking for a financial package with best-of-breed functionality, but without the expensive price tag of tier-one solutions," said Palmer. "Epicor came out clearly above the rest."

Integration to Manufacturing Operations

Integrating JELD-WEN's manufacturing system and the Epicor solution was critical. "We've named Epicor as the controlling system for managing our vendor transactions, and have built feeds that transfer that information between the two solutions," said Kimberly Yagla, group controller. "Epicor's utilization of the SQL language has made it relatively easy to integrate with our manufacturing system."

The manufacturing system includes a vouchering module which outputs data in an Excel file. JELD-WEN created an Excel import tool that then enters the vouchers as un-posted in the Epicor system. After the vouchers are processed by accounting, the information is funneled back into the manufacturing system with complete payment details.

Bottom-line Benefits Open Windows of Opportunity

Using Epicor Enterprise, JELD-WEN has seen significant improvements in its month-end reporting. Previously, month-end reporting took almost 30 days. Now, due to changes in business processes, the efficiency of the Epicor solution and the integration to its manufacturing system, JELD-WEN is able to produce its financial statements within ten business days after month-end.

Epicor Enterprise enables JELD-WEN to consolidate financial information from its 250 entities within one business day, a dramatic improvement now that manual intervention has been eliminated. Improvements have also been seen in the company's ability to manage the solution. "It is a tremendous advantage for us to be able to use a midmarket priced product to manage the operations of a large global company," said Palmer. "With Epicor, we aren't paying the big maintenance fees that we would with a tier-one vendor. That savings drops straight to the bottom line."

JELD-WEN utilizes its IT personnel for some key programming modifications, but because of the ease-of-use of the Epicor system, changes in the customization workbench can be handled within the accounting department. "IT doesn't always understand our needs. Epicor empowers our accountants to get what they need when they need it," said Yagla.

Allowing for Global Growth

Since implementing Epicor Enterprise, JELD-WEN's global reach has grown considerably. According to Palmer, with Epicor's strong presence in Europe and Australia, Epicor has been a good fit for JELD-WEN's international expansion. "The flexibility of the Epicor system has enabled us to assimilate acquisitions and expand quickly," said Palmer. "On a worldwide basis, the cost for using and maintaining our financials systems is significantly lower than it would be if we weren't able to take advantage of Epicor's international support and consulting services."

Epicor Enterprise has provided a central resource for bringing together financial data from JELD-WEN's locations around the world. "The more of our international offices we have on the Epicor system the better off we are in terms of the level of speed and accuracy at which we are able to share and compile financial information," said Palmer.

JELD-WEN has also seen cost savings in its ability to retain a lean accounting staff, despite its tremendous growth. "Because of the automation capabilities in Epicor Enterprise, when an employee leaves the company we haven't had to replace them," Palmer said. "Furthermore, we've not had to add staff to accommodate acquisitions. Over time, this has lead to a 20-25% reduction in accounting staff."

Reliability for Real-Life

JELD-WEN has earned a reputation of excellence among consumers, designers and builders around the world by providing high-quality products that truly characterize Reliability for Real-Life. The company is equally committed to promoting reliability in every corner of its business.

"As a business unit, Epicor allows us to be a reliable department and provide reliable data," said Yagla. "Epicor Enterprise is a good solid financial package that has enabled us to take things to the next level."

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Kevin Palmer, corporate controller
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About Epicor

Epicor is a leading provider of enterprise business software solutions to the midmarket and divisions of Global 1000 companies. Founded in 1984, Epicor serves over 20,000 customers in more than 140 countries, providing solutions in over 30 languages.



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