



At a Glance

Symmetry Medical

Industry

Medical – implants, instruments and cases for orthopedic device manufacturers.

Headquarters

Warsaw, IN

Employees

2,600

Solution

Epicor Manufacturing

Business Challenge

Connecting twenty global locations spanning the United States, Europe and Asia, each with unique business operations, demands and localization requirements

Solution

An extensive yet flexible Enterprise Resource Planning (ERP) solution built on the latest technology, linking multiple sites, countries, operations, processes and data in real time

Business Benefits

- Moved from running independent, stand alone manufacturing units toward multiple, interconnected units
- Advanced Planning and Scheduling capabilities provide greater insight into materials requirements planning (MRP)
- Avoided organizational gaps by leveraging a real-time, multi-site, multi-country solution

There are few industries as vital as the healthcare field. In both established and emerging markets around the globe, a seemingly endless array of challenges confronts medical providers. For these companies, globalization requires responding not only to patient's needs, but governmental and business needs as well. From international currency exchanges, to differing, local demands on finance, security and compliance, the industry demands flexibility. Symmetry Medical, a leading provider of implants, instruments and cases for orthopedic device manufacturers understands the pressures facing a global midmarket medical device company.

Based in Warsaw, IN, Symmetry Medical began in 1976 as a surgical instrument provider. In June 2003, the company began its current approach to business – offering Total Solutions® – a complete professional services package for medical device manufacturers. Symmetry also designs, develops and produces products for companies in the arthroscopy, dental, laparoscopy, osteobiologic and endoscopy markets, and provides specialized products and services to the aerospace market. Dealing directly with original equipment manufacturers (OEM's), Symmetry provides services that encompass the entire product lifecycle, from design to engineering, prototyping, manufacturing and delivery.

In recent years, Symmetry's global presence has expanded to include 20 total locations across the United States, Europe and Asia, with over 700,000 combined square feet of manufacturing space. To provide the localization, flexibility, visibility, and access to information needed to leverage their resources, Symmetry has consistently invested in capable ERP solutions from Epicor.

Consistent Growth, Consistent Support

Symmetry Medical has experienced rapid growth since their 2004 IPO. "We have done six acquisitions in the past two years," explained Fred Hite, chief financial officer at Symmetry. "Of the six, three already had Epicor installed, two had just implemented Epicor, and the other installed it at our request prior to the acquisition."

Symmetry's relationship with Epicor has extended over a decade, as Symmetry has consistently upgraded their Epicor Manufacturing solution throughout substantial change in various markets.

"We are in the middle of an upgrade right now at our Auburn, ME facility. Our PolyVac division in Manchester, NH just completed one approximately three months ago. We also finished a complete implementation in early 2008 in New Bedford, MA." said Hite. "I had honestly never seen an ERP system implemented without a hiccup before. The upgrade at PolyVac went flawlessly —without being affected by system issues."

Symmetry's latest upgrade leverages *True SOA™*, Epicor's adaptable service-oriented architecture, which exposes business logic as Web services that allow users to build their own business rules, better manage business processes and access the system anywhere, anytime, and any way they want. In addition, the upgrade provides increased capabilities for global manufacturers. "Our two primary reasons for upgrading were advanced planning and scheduling and multi-site accessibility," Hite explained.

Globalization, Localization 'a huge differentiator'

Given Symmetry's multiple international offices, localization was a serious focus in selecting an ERP solution. "We went through an extensive ERP selection process for our Cheltenham, UK facility. After going back and forth between Epicor and a competitor, Epicor's global presence and support in that region became a focal point," Hite said. "Epicor's ability to support our operations and integrate international sites was a huge differentiator."

Advanced Planning and Scheduling

Symmetry's ability to schedule and execute manufacturing operations is a key concern in their ongoing ERP assessment. "Our instrument division is 40% of our business, with an average lot size of 34 units, so it is a very complex manufacturing scheduling environment," said Hite. "We used to run each unit as a stand-alone system. Moving forward, we want to better leverage multiple units, Epicor gives us the flexibility and access to information to do that."

Epicor's planning and scheduling module provides a comprehensive set of tools to multi-site manufacturers. Forecasting, master production scheduling (MPS), material requirements planning (MRP), project management, multi-site management and an advanced planning and scheduling tool provide complete resource optimization. "We really look to Epicor to help us with advanced scheduling," Hite concludes.

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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.



Worldwide Headquarters
18200 Von Karman Avenue, Ste 1000
Irvine, California 92612 USA
Toll Free: +1.800.999.1809
Phone: +1.949.585.4000
www.epicor.com

Europe, Middle East & Africa
Headquarters
1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
Phone: +44.0.1344.468.468

Epicor Asia Pacific Headquarters
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121

Epicor Software – Australia
Level 32, Northpoint
100 Miller Street
North Sydney, NSW 2060 Australia
Phone: +61.2.9927.6200
www.epicor.com.au