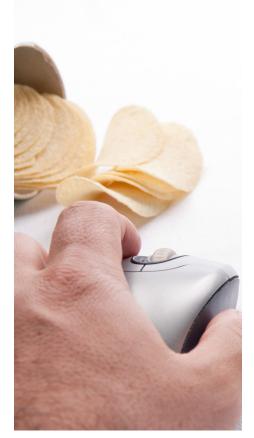# How One Manufacturing Company Flipped IT-Centric Data Management into Business-Centric Success

With 40+ QAD databases across 18 countries and 5 continents, this manufacturing company knows they need to do all they can to keep the management of their QAD data efficient and timely. Before discovering 32 Soft Data Loaders, the ERP Development Manager and her colleagues grappled with how to do just that.

"Since the business user is most familiar with and dependent on QAD's data, they are ultimately responsible for its upkeep," she says. "However, because of QAD's one-record-at-a-time data entry method, managing data directly in QAD is labor intensive. Data entry errors are inevitable and difficult to detect, and analysis of the data isn't always easy."

"Data Loaders are like potato chips – you can't have just one!"

ERP Development Manager

Having the business user update the data in Excel and request CIM uploads to QAD from the IT Department proved to be difficult as well. While this option presents real efficiencies on the data entry side, the process created a bottleneck in the IT Department as they become overloaded with requests. IT staff had to balance the CIM requests with production support issues and projects, resulting in additional time to schedule and allocate available resources. And, it easily became an iterative cycle: IT performs the CIM load, there are errors, the end-users correct errors, IT staff performs the CIM load again. This cycle could repeat itself many times before there was a clean upload.

"Making the data IT-Centric is time consuming and is a non value-add for the IT staff," says the ERP Development Manager. "It puts a heavy burden on IT to be responsive to data management deadlines. Essentially, the IT team becomes the data scrub and data maintenance team."

They found that 32 Soft's Data Loader technology combined the best of these two options into a cost-effective and viable solution. Data Loaders allow QAD business users to download data from the QAD system into convenient Excel spreadsheets. They can easily manage changes and updates to the data using full Excel functionality and, with the click of a button, upload their modified data back to QAD – without IT involvement. The data is validated using genuine QAD logic before the update and terminates the session if there are errors. Errors are highlighted in the spreadsheet so the user can easily find and fix them before uploading again.

"With Data Loaders, we've successfully made our data management business-centric. We've given the power and the ownership of the data to the business users. They can create what-if scenarios and filter and sort for business analysis. And, Data Loaders are not just for data maintenance. We use them to manage transactions such as purchase orders and cycle counts as well."

They implemented their first Data Loader, GL Budget Manager, in 2007 and have added 19 more modules in the years that followed. Data Loaders are used by Finance, Production, Distribution and Inventory Control personnel.

"Data Loaders are like potato chips – you can't have just one!" laughs the ERP Development Manager.

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