

What happens when you combine the power of two proven solutions to create one seamless system?

CHALLENGES

- **Crystal Window & Door Systems** had outgrown their old software solution
- Too many manual procedures
- Not able to meet their engineering goals

SOLUTIONS

- Partnership with two reputable and established providers
- **Soft Tech V6** to solve production and engineering challenges
- **contractERP** to solve order management, accounting and supply chain

“We saw an **ROI twelve months after go-live** with the combined power of **Soft Tech and contractERP’s dual solution.**”

—Mason Wang, Sr. IT Manager, Crystal Window & Door Systems

RESULTS

- System process of production is three to five times faster than with the earlier solution
- Meets or exceeds customer expectations with more accurate lead times
- The custom-built module is user friendly and efficient
- Can calculate down to the exact cut sizes
- Much more capable of supporting Crystal’s business platform
- Real-time information
- More confidence in the reliability of **Soft Tech V6** and **contractERP** compared to the earlier solution
- Comprehensive, efficient, and more accurate



Vertically integrated manufacturer Crystal Window & Door Systems offers make-to-order window management solutions. With their highly customized sizes, colors, specialty finishes and architectural shapes, Crystal requires a robust ERP solution to match their cutting-edge manufacturing operation.

CHALLENGES

Founded in 1990, Crystal—like many other startups—had created a home-grown software system for managing orders and production—a solution that was rife with errors, demanded input of the same data several times throughout production, and would not grow along with the company. Once they outgrew their bootstrapped solution, they replaced it with another more reliable system. By the 2000s, the outsourced system had also reached its limit, with too many manual procedures slowing down production. It was time for Crystal to look for a new provider that could meet or exceed their production goals. Crystal needed a solution that offered more automation, improved integration, supported their architectural market, and provided a better way to manage order entry, purchasing, and the supply chain.

SOLUTIONS

Crystal ultimately settled on a relatively unique solution to their production conundrum: a partnership between two different window and door manufacturing software providers.

Crystal chose Soft Tech V6 to focus on the production and engineering side and contractERP to focus on order management, accounting, inventory, and purchasing. With each company providing exactly what Crystal needed, Soft Tech and contractERP worked together with MIS Director Mason Wang to craft a customized solution that met the complexity of their production.

“We needed a solution that could meet our engineering requirements,” says Wang. “For example, Soft Tech’s V6 can calculate the exact cut sizes for our CNC machines. Our last provider couldn’t do that. We can achieve what we want to accomplish with V6.

Similarly, Wang extolled the user-friendly contractERP platform for its order management, scheduling, and accounting features. “Before

“We can achieve what we want to accomplish with V6.”

—Mason Wang, MIS Director
Crystal Window and Door Systems

contractERP, we had little automation with the order life cycle. Now, our workflow is automated, we only enter data once, and our customers are receiving accurate quotes and delivery dates. The combination of the two software solutions means that we can confidently take our production to the next level and beyond.”

RESULTS

With the collective power of Soft Tech’s V6 and contractERP’s solution, Crystal began realizing an ROI as early as twelve months after go-live, and soon, system process of production began increasing to three to five times faster than ever before. The combined solution has resulted in lead times that meet or exceed their customers’ demands and provides real-time data the company uses to drive their decision-making.

The custom-built module is user-friendly and efficient, can calculate down to exact cut sizes (a must to satisfy the architectural designers within their market), and is much more capable of supporting Crystal’s business platform. Crystal’s users have reported more confidence in the reliability of V6 compared to the system they had used before. At last, Crystal Windows & Doors, with their unique combination of Soft Tech V6 and contractERP, is poised to exceed the expectations they had set for themselves over 30 years ago.

Soft Tech provides premium software for the window and door industry with more than 10,000 customers worldwide.

contractERP is the most comprehensive industry-tailored business management platform available to the division 8, fenestration, and construction supply industries.