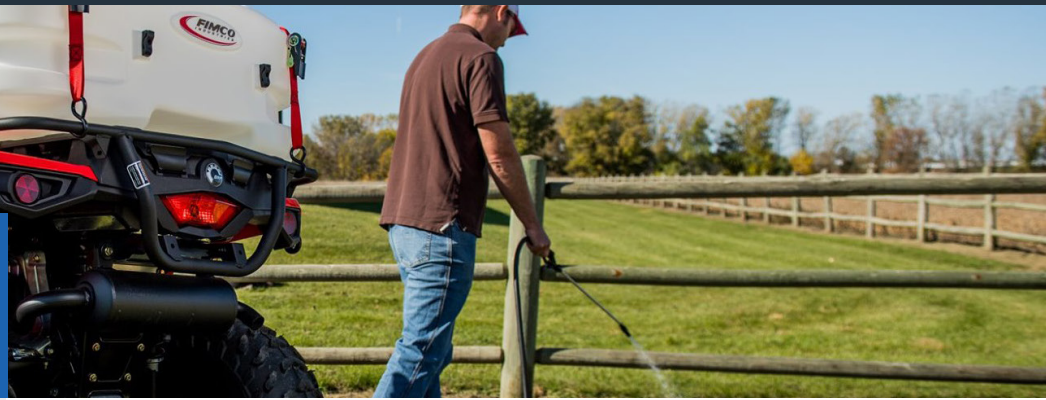


Case Study



FIMCO Industries and AgSpray Equipment

Headquartered in North Sioux City, SD, FIMCO Industries (including their agricultural products division AgSpray Equipment) is the largest manufacturer of lawn, garden, and agricultural sprayers in the United States. Across a 60-year history, FIMCO has built sprayers ranging from 4-gallon models intended for home use up to 300-gallon agricultural field sprayers. In addition to manufacturing its own line of trailer carts, de-thatchers, lawn rollers, and dry material spreaders, FIMCO is also a parts distributor for some of the biggest names in spraying.



How PSGi Helped FIMCO Stabilize and Enhance ComEdge ERP Software

The Challenge:

Navigating the End of First-Party Support for Legacy ERP Software

FIMCO's long-time ERP software solution ComEdge had been performing admirably for decades, and FIMCO's leadership projected that the software would continue to offer excellent value for years to come.

When ComEdge's vendor, Software Alternatives, announced that they would be ending support for the software, FIMCO needed to find an alternative ERP support solution as fast as possible.

The right support provider would need to help maintain business continuity, hitting the ground running in the transition away from first-party support while laying the foundation for future enhancements.

The Solution:

Work with PSGi to Stabilize and Enhance ComEdge ERP Software

FIMCO engaged PSGi based on our proven experience providing service and support for legacy ERP systems. The PSGi team began a rapid onboarding process to assess the state of FIMCO's ComEdge implementation and create a plan for executing key priorities as soon as possible.



This engagement represented PSGi's first experience with ComEdge, so we proceeded to build out our knowledge of this system from the ground up, studying workflows screen-by-screen with FIMCO employees, working to understand how the system supports FIMCO's unique business requirements, and developing a plan of attack for nagging bugs and other issues. It helped that PSGi has built robust business processes and infrastructure to onboard previously unknown software products.

The Results:

A Stable ERP Implementation Primed for Future Enhancement

After building a sound foundation of knowledge in ComEdge, PSGi successfully assumed ongoing support work for FIMCO to stabilize the system and ensure business continuity. In addition to general ERP support, PSGi also assists FIMCO with ongoing enhancement projects including expanded EDI integration, enhanced order entry, and troubleshooting and bug-fixing. Looking forward, PSGi's depth of capabilities offers FIMCO more flexible options for adapting their ComEdge implementation in response to new business challenges. Upcoming enhancements include the integration of a rate-shopper module for optimizing shipping costs.

"If we are looking to make an ERP enhancement, PSGi helps us understand the impact in not just the specific area we are developing, but broader impacts that can be easy to miss. They help us work through potential alternatives and understand how to achieve our business objective as efficiently as possible."

– Karen Wauhob, IT Project Manager, FIMCO Industries



Next Steps:

When Third-Party Support Becomes First-Party Support

Over the course of PSGi's initial engagement with FIMCO, Software Alternatives proved extremely helpful in understanding the ins and outs of the ComEdge system. This collaboration led to an expanded discussion on the future of the ComEdge product. The founder was retiring and planning on ending support for a variety of businesses that, like FIMCO, otherwise found ComEdge to be performing admirably. Based on these discussions, PSGi came to a mutual agreement with Software Alternatives to acquire ComEdge and extend our support services to the many different businesses that continue to rely on this ERP software.

Today, PSGi continues to support a variety of ongoing projects as FIMCO's long-term ERP support and partners—a role we have now assumed for 13 businesses running ComEdge ERP software.