

Sage 100 ERP Manufacturing

CLIENT SUCCESS STORY

ARXIS



Client
Crossfield Products
Corp.

Industry
Industrial Coatings
Manufacturing

Locations
Rancho Dominguez, CA
Roselle Park, NJ

System
Sage 100 ERP

Arxis Technology Has Crossfield Products Covered



Established in 1938, Crossfield Products Corp. has a rich history in the marine industry—its polymer coatings were once used on the decks and interiors of such iconic ships as the Queen Mary and Queen Elizabeth. Today, the U.S. Navy remains a valued customer, as do companies throughout the marine, commercial construction and industrial industries. From its production plants located in California and New Jersey, Crossfield works toward continual improvement, honing its formulations and developing new markets for its products.

In a pattern of longevity, Crossfield remains family owned, the majority of its employees stay for decades and for nearly 20 years, the company has trusted its technology to one firm, Arxis Technology.

“We purchased our Sage 100 ERP from Arxis Technology back in 1999,” recalls David Johnson, CFO at Crossfield. “We had the same consultant at the firm until she retired, and now we have an equally good consultant, whom we have the same respect for. Everyone we deal with at Arxis Technology has a refreshing ‘can do’ attitude. They are always ready to help, positive and upbeat, and very informed and knowledgeable about the product and best business practices.”

Take Advantage of New Technology

Johnson notes that the Sage 100 ERP of today looks very little like the solution the firm implemented in 1999. “It has evolved, modernized, improved and enhanced its feature set,” he says. “Arxis Technology has taken us through every update to the

software, ensuring we had the training and information we needed to make the best use of the new features.”

Crossfield staff attend Arxis Technology’s annual Connections customer conference. “It’s a great way to see new features demonstrated, hear about the future direction of the software, and learn about new and innovative products that integrate with it,” says Johnson.

Works the Way We Work

Crossfield manufactures its products at its two facilities and sells them through an established distribution channel to customers around the world. The robust distribution and manufacturing suites in Sage 100 ERP are an ideal fit for the company.

About Arxis Technology, Inc.

Since 1994, Arxis has been helping growing companies maximize their technology resources and investment. Over the years, we have worked with hundreds of small and medium sized businesses in a wide range of industries including wholesale, distribution, manufacturing, service, entertainment and non-profit.

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“The software helps us track and manage our inventory, document our formulas, and accurately cost and price our finished goods,” says Johnson. “We use it to forecast demand and to better ensure we’ve got the right product mix in stock at the right time.”

Johnson appreciates the flexibility inherent in the software. “Recently, we needed to start tracking an additional piece of data for some of our items. Arxis Technology set up a user-defined field for us in the item file to hold the data. This flexibility is just one reason why it continues to work for us.”

Superior Project Management

Both the company’s locations operate on Sage 100 ERP, but up until a few years ago, they operated as separate companies within the software. “We each do things a little bit differently, and initially that seemed the best way to accommodate us both,” says Johnson.

With the last update to the software, Arxis Technology worked with Crossfield to combine the companies into a single entity within the application. “The software had evolved and become flexible enough that we could accommodate both locations’ needs, and having our data in a single company vastly simplifies our accounting processes,” says Johnson.

Johnson was impressed with the way Arxis Technology handled the project. “There was a lot to plan for, figure out and execute, and they were consummate professionals throughout the project.

We have a high level of trust in their abilities, skill sets and business knowledge. We know they always have our best interests in mind.”

CRM Implementation Adds Value

Recently, Arxis Technology implemented Sage CRM for Crossfield. “We wanted to provide our sales reps with a better way to communicate with customers, track and assign new opportunities, and monitor our overall sales activities,” explains Johnson. “Arxis Technology showed us how Sage CRM could help us do all of that.”

Sage CRM integrates seamlessly with Sage 100 ERP, so customer data is always in sync, and sales representatives can review open orders, invoices, and other accounting-related data.

“Arxis Technology was a big help to us during this implementation as well,” notes Johnson. “Having a long-term business relationship means that they truly understand how we do business, and can make recommendations based on that understanding. As a result, I believe we get much more value out of the software than we would otherwise.”

Partnership Makes the Difference

“I’d describe our relationship with Arxis Technology as a partnership,” he concludes. “We work together, make things happen and progress towards a common goal. I don’t think we could work with another company that we didn’t share this kind of business relationship with. Arxis Technology truly makes a difference in our success.”

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