



Epicor Success Story

Cladtek Holdings Pte. Ltd.

Leading Provider of Lined Pipe Solutions Improves Business Operations With Epicor ERP

Company Facts

- ▶ Location: Singapore
- ▶ Sector: Oil and gas
- ▶ Number of employees: 800
- ▶ Website: www.cladtek.com



Success Highlights

Challenges

- ▶ Existing data management systems were outdated and independently run
- ▶ Plans for international growth required access to more and better-quality data
- ▶ Needed to improve operational efficiency and be able to make decisions faster

Solution

- ▶ Epicor® ERP

Benefits

- ▶ Data is now stored in one place
- ▶ Business systems and processes are integrated, streamlined, and work more efficiently
- ▶ Staff can make faster decisions based on real-time, accurate data

Founded in 2003, Cladtek has grown to become the world's largest manufacturer of weld overlay corrosion resistant alloy (CRA) products, and a global leader in CRA mechanically lined pipe (MLP). Cladtek products are used around the globe and by some of the world's most respected operators in the oil and gas industry including Adnoc Group, Aramco, Chevron, Exxon, Petrobras, and Shell. Cladtek counts most of the world's leading oil and gas industry contractors and original equipment manufacturers (OEMs) as its customers.

With headquarters in Singapore, Cladtek's global operations include production facilities in Batam, Indonesia, and Rio De Janeiro, Brazil. A new production facility is currently being established in the Kingdom of Saudi Arabia. Cladtek also has a major regional office in the UAE.

Cladtek originally utilised a number of home-grown systems to support financial, procurement, and production functions. As systems were largely developed in-house and relied on manual data entry, they worked independently with no built-in integration across operations and were growing increasingly difficult to manage and maintain. It was difficult to access data and the systems were not used efficiently. With further growth targeted, the company recognised the need for a consolidated and integrated system and the benefits that better access to and use of data would bring.

Paul Montague, director of Cladtek Group, says, "Having expanded our business beyond initial facilities—and with multiple projects, processes,



and products running in parallel—we recognised there were many opportunities where more or better data would offer improvements in quality and production across the business. We needed a system that would allow us to better control our operations, give us greater access to data, and allow us to make informed business decisions from any location at any time.”

The company knew its global expansion plan was not sustainable without a comprehensive enterprise resource planning (ERP) solution that would provide the management team with insight into every aspect of the business. The decision to implement an ERP system capable of integrating the data generated by all departments and geographies of the company in one single place was fundamentally important to the company's future.

“Epicor made a huge effort to understand our individual business needs—giving us the confidence that it was able to implement the system in line with our specific requirements. The user-friendly interface and adaptability of the Epicor ERP system were also appealing to us, as user adoption is critical to the success of the project,” says Montague. He adds, “Epicor also offers access to a good support team who are committed to the process of implementation and who are proactive and flexible with regards to managing costs.”

The eight-month implementation period for the Epicor ERP solution allowed Cladtek and the Epicor team to ensure the ERP system was integrated across all its locations and departments. As a result, information is now available in real time, online, and integrated across all departments—allowing staff to foresee

potential problems and prevent them from occurring in the first place. In addition, they are able to respond quickly when changes are necessary, so they can be twice as responsive to ever-increasing customer demands, market changes, and 24/7 business pressures.

Financial information is more accurate and transparent, and allows the management team to have better visibility of the overall business operations. Montague explains, “With real-time financial data and full visibility into the organisation, our management team is empowered to make better decisions and achieve sustainable growth. We are also more confident in meeting the global demands of our customers.”

The latest support features for multiple data sources in Epicor ERP are expected to realise even further benefits for Cladtek. With the means to publish dashboards on mobile devices and Microsoft SharePoint sites for improved collaboration, different departments and locations are able to better work together to deliver first-class performance and standards across the business. Montague says, “Real-time global knowledge and collaboration is part of our future success and we look forward to working with Epicor to deliver optimised technology that really supports our business requirements.”

“With Epicor ERP software in place, we can focus on our customers and our business, confident that our underlying systems and data management can be relied on to fully support our goals,” concludes Montague.

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers’ unique business processes and operational requirements is built into every solution—in the cloud or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



Contact us for more information on Epicor Products and Services

+65 6333 8121 seamarketing@epicor.com www.epicor.com/asia

Corporate Office
804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, March 2017. The results represented in this testimonial may be unique to the particular user as each user's experience will vary. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. The results represented in this testimonial may be unique to the particular user as each user's experience will vary. Epicor and the Epicor logo are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2017 Epicor Software Corporation. All rights reserved.