



## Strategic Powers Peace of Mind for Innovative Door Component Manufacturer

Endura Products is a US manufacturer of quality components for entry door systems, designed to enhance performance, save time, eliminate service calls, and cut costs. Distributing throughout the United States and Canada, Endura leads the industry in delivering the highest level of component performance, always innovating ways to make doors work not just better—but smarter.



## Challenge

Like most successful companies, Endura Products is always seeking ways to best use company talent to drive growth. But when running a lean manufacturing organization, that can sometimes be difficult, even when using QAD's Adaptive ERP to drive organizational efficiency. Endura's Director of System Development, Tamika Bell, knows that better than anyone. Her Endura journey began Hands-on, leading an IT department of two. "I covered QAD management. I did the upgrades. I handled tickets. I did the Linux administration, the DBA work, the custom programming, all of that. I was in my office with the door shut working on the system. My sole focus was on keeping the environment up and running at one hundred percent."

But over time, it became clear that Bell's heavy focus on the system administration, database administration, and QAD administration kept her from applying her talents elsewhere. "It became very challenging as our company grew for me to grow and take on additional responsibilities—ones the business needed to me to take on," Bell said.

## Plan of Action

Endura partnered with Strategic Information Group for the company's system Health Check, a unique 3-in-1 Strategic service that evaluates client's application environments, operating systems, and database layers. Said Bell, "We would do a system Health Check each year and I could always rely on the Strategic team to help." Because Health Checks not only identify problems, but also set a remediation plan, the Strategic team had full visibility into the broad responsibilities on Bell's plate. The team recommended that Bell partner with Strategic's Managed Services team to free her to focus more time on more mission critical Endura initiatives. "It made sense," said Bell. "I got to the point, because of the growth of the company and the additional responsibilities I was taking on, that it seemed a piece of our world was being neglected."



## Solutions

The MSERV team took Bell through the available options. “It just seemed like a no-brainer to me to sign up for this. It’s so comforting and convenient to know that your system is being looked after 24/7.” It didn’t take long for the Strategic MSERV team to become an extension of Bell’s IT organization, taking over day-to-day system maintenance and oversight of Endura’s QAD ERP environment, ensuring it was always one hundred percent available for all integrated systems. Those included its Enterprise Asset Management (EAM) system, Customer Self Service (CSS) site, and Progress® OpenEdge® Replication that replicates over to the company’s disaster recovery site. The MSERV team manages all of these systems for Endura. “If the team sees a problem, or a potential risk, they take care of it. Yes, they notify me, but I trust them. Since I have such a close relationship with that team, they’ve come to know me and how I work. Even if they can’t get in touch with me, they know how I would want a situation handled, so they handle it.”

## Results

The partnership has provided above and beyond the peace of mind Bell needed to ensure her IT department delivers broader company value at all times. “Whenever something happens in the system, they’re on it,” said Bell. “They stay in contact with me and keep me updated, so I can communicate effectively with my executive team. I’m able to tell them what’s coming next, when the system will be available, and then really focus on coordinating with departments within the organization to keep business moving.” Bell meets monthly with her Strategic partners to review metrics and opportunities for ways Endura can better optimize its system or take advantage of new QAD updates. Bell joked that having the Strategic MSERV team in her corner is like having an IT team that never takes vacation. “Once on my own vacation, I was in the basement of the Louvre in Paris with no cell service. That’s when we had a complete system crash. The MSERV team worked with my staff onsite and stuck with it until they got us back up. It’s not only my personal relationship with the MSERV team; my entire IT department has built that relationship. The Managed Services team is truly, truly always there.”

“Now that I have the Managed Services team, I’m able to focus on more strategic initiatives to keep the business moving. If something happens with the system, I trust they will have it.”

TAMIKA BELL, DIRECTOR OF SYSTEM DEVELOPMENT, ENDURA PRODUCTS

## Ready to Start?

If you’re interested in bringing the same peace of mind to your business operations, give Strategic Information Group a call at **(803) 327-4636**.