



# Worldwide Innovations and Technologies



**Worldwide Innovations &  
Technologies, Inc.**

## Strategic Guides Medical Device Manufacturer to Speedy ERP Implementation

Worldwide Innovations and Technologies (WIT) is a US-based medium-size medical device manufacturer specializing in radiation protection used by doctors during procedures where scatter radiation is present. Its flagship product, RADPAD, is sold worldwide through a network of distributors and has earned an industry leadership position over the last 20 years.



**Strategic**  
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Strategic Information Group has helped hundreds of manufacturing companies leverage ERP to increase revenues and fuel growth.



## Challenge

To keep pace with an extended period of rapid growth, WIT realized it needed to modernize its internal systems with an ERP. The company was using disparate accounting and manufacturing systems and found it was having problems with data integrity.

“With data constantly sent back and forth between systems, it became challenging to maintain data integrity,” said Lauren Morriss, Director of Accounting for WIT. “It seemed we were constantly questioning why our numbers did not match. We knew we had to modernize our systems to sustain our growth, so we began to look at ERPs.”

Being in the medical field, WIT searched for a solution that met their requirements for validation. After a lengthy search, WIT settled on a competitor ERP about three years ago, but neither the project nor the product was as planned. About 18 months into the installation process, WIT realized they needed to look elsewhere.

“We just couldn’t get the software to do what it was advertised to do,” Morriss said. “We worked on it for a long time and finally came to the point where we said, ‘I don’t think it’s ever going to be what we need it to be.’”

It was clear the time had come for a new approach.

## Plan of Action

WIT partnered with Strategic Information Group (Strategic) to help with due diligence and ensure QAD was the right fit for the company. Once the decision was made to move forward with QAD, WIT worked together with Strategic consultants through each step of the implementation project. The collaboration between Strategic and WIT was an unmistakable contrast to their previous implementation partnership, so WIT continues to look to Strategic for their expertise to ensure WIT gains the most value from the ERP investment.

“We were operational from day one, taking orders, making shipments, and manufacturing products. Now, we are evolving with it, and as new business issues come up, Strategic is there to help us figure things out,” said Lauren Morriss.



## Solutions

A conveniently timed email from Strategic introduced WIT to QAD, whom they had not come across previously in their search. Given QAD's extensive experience in the medical device field, WIT became interested, and Strategic scheduled a site visit to a QAD customer. Impressed with what they saw, WIT dug into the due diligence process.

"After lots of demos and going through lots of exercises, we found that QAD seemed to fit well with our existing processes without us having to completely change what we had or totally try and customize the software," she said. "That alignment with our existing processes, and the fact that it seemed very intuitive, was encouraging. Additionally, we especially liked Strategic's validation toolkit and methodology. Their validation expertise was invaluable"

With a decision made, WIT teamed up with SIG to begin the implementation process.

The difference between working with Strategic versus WIT's previous implementation experience became apparent immediately.

"One thing that seemed very different from our prior implementation was that Strategic came with a structured process," Morriss said. "A big advantage was that we had one main project leader and a group of subject matter experts that kept things moving quickly."

In fact, in less than a year after the implementation began, WIT launched with AUX on the QAD Cloud. The project scope included the core QAD ERP application, along with other QAD solutions, including Automation Solutions, eQMS, EAM, and Production Execution. ProStar Software's credit card integration and Strategic's shipping integration and Validation Toolkit were additional solutions implemented.

## Results

From launch day forward, WIT has been delighted with its choice. A key benefit is the fact that the system is validated. As Morriss explains, "Just putting in a validated system that was FDA-compliant was a big reduction in liability for us, and it's hard to put a dollar value on that."

Ready access to actionable, accurate, and consistent data has been invaluable in improving the efficiency of the business.

"One of the big things is data availability and integrity because previously, we were split among multiple systems," she said. "Having one single data pool has been extremely valuable by allowing everyone access to a complete and accurate view of what is happening."

Strategic's excellent reputation and considerable expertise with QAD continues to impress WIT and enables them to obtain the most value from the ERP investment.

"An impressive thing about Strategic is their expertise in QAD," Morriss said. "They know it in and out, have been working with it for years, and it shows. They also have a longstanding relationship with QAD, so if there are issues, they have people to talk to directly, versus putting in a ticket and waiting."

Morriss also appreciates Strategic's subject matter experts.

"We work with Strategic SMEs in finance and supply chain that bring a problem-solving and solutions mindset. They not only kept the project moving but continue to get us through new challenges, such as our first year-end with the system," she said.

WIT anticipates further benefits to the bottom line as they become more adept at the system.

"This system is definitely going to help us continue to grow without having to add a lot of people, which was an important initial goal for implementing an ERP," she said.



# Customer Quote

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**Lauren Morriss, Director of Accounting,  
Worldwide Innovations and Technologies**

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