

# LUBRIZOL CORPORATION

## Solution Overview

### Industry

Lubrizol is known for their ability to provide not just selective system parts, but entire systems and turnkey solutions. Worldwide customers continue to find the reliable, technology that they have come to expect, along with even more innovative options in precision fluid metering.

### Scenario

Lubrizol needed a windows-based solution to manage their manufacturing across several locations and to integrate with their corporate system.

### Company Profile

Lubrizol Performance Systems Inc. of Atlanta, Georgia and Lubrizol Performance Systems Ltd. Of Fareham, U.K. provide precision blending and additive metering equipment. Lubrizol Performance Systems is a subsidiary of The Lubrizol Corporation.

### Situation

Using the fully integrated eEnterprise, Lubrizol can now access information regarding product costs, customer requirements and reports—information that is essential to discrete manufacturer.

### Software Used

Microsoft Great Plains eEnterprise  
 Financial Series  
 Distribution Series  
 Manufacturing Series  
 Field Service Series  
 Microsoft SQL Server  
 Windows 2000

*"Microsoft Great Plains has eliminated the need for duplicate keying of data, resulting in a more efficient business model."*

Jack Schooley  
 MIS Manager  
 Lubrizol Corporation

***With a mission to identify customer problems, to use technology to solve them and to develop products that are better than anything else available, Lubrizol Corporation is on the leading edge of fluid technology, producing high performance chemicals, systems and services for industry and transportation. Equally important to the company is their goal to make life better for their customers with their solutions in an environmentally friendly way.***

***Technology, quality and service were important criteria for Lubrizol when selecting a business solution. Microsoft Great Plains' mission of "improving the life and business success of customers" provided the perfect melding of values, services and products to solve Lubrizol's business needs.***

A customer of Microsoft Great Plains since 1997, Lubrizol has been expanding their company with divisions in several locations and countries. As part of this endeavor finding a business solution that could grow with their business was critical to their plan. Microsoft Great Plains met this criteria by providing the right combination of features and technology in a multinational environment.

## Integrated system leveraged multinationally

With over 29 manufacturing facilities in 15 countries, Lubrizol Corporation needed a solution that allowed them to meet the special needs of each location while providing an integrated solution across the whole corporation. Working closely with a Microsoft Great Plains Partner, Lubrizol reviewed various business solutions. They also talked to a sister company who was happy with Microsoft Great Plains eEnterprise for their business solution. Based on these factors, they chose eEnterprise for their Performance Systems subsidiary.

## Benefits

- Performance improvements in speed of processing.
- Tight integration eliminates the need to for re-keying information.
- Modular format allows easy implementation of software in new locations and companies.
- Leverage Job Costing to manage the discrete manufacturing.
- Management of multiple locations is streamlined with same system, which integrates easily into the parent company system.
- Multicurrency is leveraged across countries, making reporting more effective.

## Working together

Partnering with Microsoft Great Plains proved instrumental in Lubrizol's successful move from their old A4 system to Microsoft Great Plains eEnterprise. The Microsoft Great Plains Consulting team provided their expertise in the transition/migration process. Jim Holman, IS Manager at Lubrizol Performance Systems noted that one of the things he appreciated most was fact that even when the consulting team was back in their office, they still worked

*"Great Plains is very willing to learn about my manufacturing operations. With outsourcing a key part of our process, the team was eager to share these details with the Microsoft Great Plains developers who were working on functionality that would further support outsourcing."*

Jim Holman  
IS Manager  
Lubrizol Performance Systems

closely with him to tie up any of the loose ends that are part of any engagement. Holman managed the implementation of eEnterprise in 4-6 weeks at the Lubrizol Performance Systems location.

### **Functionality addresses key issues**

Lubrizol has leveraged the full eEnterprise solution, including financials, distribution, manufacturing, and field service, addressing key business issues.

Field Service provides the ability to manage the warranties of the systems Lubrizol manufactures and sells. Using the contract administration system Lubrizol can determine if a product is under warranty and issue a return materials number to the customer with their initial call. If the warranty is expired, they can quote the customer the repair price. By having these programs online in an integrated system, Lubrizol is able to provide better customer service. Some of the systems they sell involve hazardous materials such as gasoline and required detail return instructions. This information can be provided when the return authorization number is issued, ensuring both ISO9000 compliance and customer safety.

In the key areas of inventory management, shop floor data collection and costing, Lubrizol now has an electronic, integrated means to manage and collect information, greatly improving efficiencies across the entire manufacturing process. With an automated costing system, complex bill of materials are now managed with a greater understanding of the actual costs for each build.

Purchasing systems now allow the purchasing agent to be more proactive—ordering items before materials are at a mission-critical level—essentially eliminating the need for last minute, overnight deliveries and heroic efforts to meet Customer demands. By reviewing reports in inventory and gauging the work in progress, the purchasing manager can plan for the company's needs.

Lubrizol no longer re-keys sale orders to create manufacturing orders. The eEnterprise seamless integration takes away this needless step, resulting in cost savings of time and money.

### **New Products rolled into system**

Lubrizol is continually looking for new ways to provide their customers with the best in new products and technologies. Lubrizol Performance Systems has just introduced PuriNOx, which is a low-emission diesel fuel blending system, designed for use in commercial service diesel engines. PuriNOx provides an instant, economical solution to meeting tough operating restrictions on particulate matter, NOx and smoke. PuriNOx is the system that mixes the fuel, providing a fill and go solution.

The PuriNOx system is incredibly complex with a 26-page bill of materials that goes seven levels deep with hundreds of components. Manufacturing time for the PuriNOx system is six to seven weeks. With eEnterprise, Lubrizol is able to manage the process and provide visibility into the work in process.

Lubrizol has been able to effectively implement these solutions at new locations across the corporation, creating a seamless solution that is standardized on Microsoft products.

For more information about Microsoft Great Plains Business Solutions, visit [www.greatplains.com](http://www.greatplains.com)

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