



Vortex Valves

Founded in 1977, Vortex Valves is considered the world leader in valves for handling dry bulk solids. Awarded key patents in the 1980s, they have been growing ever since. Vortex owns a state-of-the-art manufacturing facility and office complex in Salina, KS, which spans over 180,000 square feet. That large footprint allows Vortex to introduce lean manufacturing methods supported by advanced fabrication equipment and laser cutting technology.

The technology and facilities are key for a company that is single-mindedly dedicated to providing a top-notch customer experience. Vortex's mobile display units and a field service crew that travels anywhere mean that their customers have access to the highest level of customer care in the industry.

With sales offices in the USA, United Kingdom, China, Latin America, and Europe—along with manufacturing facilities in Kansas and Michigan—Vortex sells to a vast array of companies, including Fortune 500 companies and OEM manufacturers in 196 countries.



Vortex's SyteLine ERP system is one of the tools that the company uses to provide this high level of customer service. Vortex implemented SyteLine in 2008 and has continued to expand their use of the system since. One of the most important features that originally sold the company on SyteLine was its ability to provide real-time ship dates for customer quotes and orders. Vortex initially implemented SyteLine's Available-to-Promise (ATP) version of the Advanced Planning & Scheduling (APS) system, which allowed them to provide accurate ship dates based on product availability, scheduling constraints, and more.

After more than two years of collecting detailed labor data in SyteLine, Vortex moved to the Capable-to-Promise version of the APS system, which also takes into account detailed capacity constraints. "We have a 24-hour turnaround on quotes, and can deliver our customers an accurate ship date immediately," says Monty Leach, VP of Manufacturing.

According to Tracey Page, Decision Resources' Business Solutions Consultant who worked closely with Vortex, "The team at Vortex did a tremendous job putting in place an accurate ATP system. Implementing a true Available-to-Promise system requires a lot of work to verify data up front, but also significant diligence in maintaining data accuracy throughout the life of the system. We were very proud of the team, and extremely pleased to be part of the effort."

SyteLine is also used at Vortex to track customer service requests and RMAs, ensuring that all customer activity is followed and nothing falls through the cracks at a company where customer service really is what matters most. What's next for Vortex? Recent growth has led Vortex to plan a move from a single-site software setup to a multiple-site installation. They also have plans to further improve and expand on their use of the ATP Advanced Planning and Scheduling system.



Vortex Valves can be found online www.vortexvalves.com



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