US Air Tool Company | Powered by VAI

VAI
INDUSTRY ERP
WITHOUT LIMITS

The Company

US Air Tool Company (USATCO) has been a family-owned and operated business since 1951. USATCO's founder, Joseph Percz, began the company in the basement of his home repairing surplus aircraft tooling. The company is now a US manufacturer and worldwide distributor of high-quality tools for the aviation industry with offices in New York and California. In addition, from the beginning of the homebuilder era in the 1970's, USATCO has been providing tools and equipment to craftsmen around the world who build and fly their own aircraft. These "sheet-metal artists" are now flying thousands of planes built and maintained with USATCO tools.

Industry
Wholesale Distribution, Durable/Non-Durable Goods, Manufacturing, Tools

Requirements
ERP Software Migration to VAI Cloud

The Solution

To reduce the complexity associated with running the VAI S2K software on-premises in its New York and California locations, USATCO sought a cloud-based system. The company wanted a solution that would fit within their budget, while also integrating seamlessly into USATCO's IT environment. It was also important for the company to focus more on managing and growing the business, in addition to enhancing customer service, instead of worrying about software and hardware infrastructure.

Cloud ERP empowers users to access the data they need, when they need it, to improve employee productivity and increase customer service. When the decision to switch to cloud-based ERP is made, organizations can deliver ERP software to end-users while eliminating excess hardware and still maintain control over system integrations, thus reducing the complexity of providing the highest level of customer service. Companies today require a cost-effective cloud solution that meets all their business needs and doesn't compromise on customer service. Cloud adopters also have the benefit of adding applications such as Business Intelligence, Portal, and CRM capabilities without dealing with infrastructure.

VAI S2K Cloud-based ERP was the natural solution for USATCO. VAI's deep expertise in ERP and reputation for empowering mid-market companies with comprehensive, user-friendly solutions made it the ideal partner to address USATCO's current and future objectives.

"We wanted a system that would fit within our budget while also integrating seamlessly into our IT environment," said David Lombardo, Comptroller, USATCO. "VAI made the migration to the cloud seamless for our IT and end users, and we look forward to further improving business processes, enriching the customer experience, and promoting company growth."

There was no interruption to the business during the go live phase. VAI assisted USATCO with every step that was required, which included configuring secured connections to the hosted servers, user testing on the hosted server prior to going live, and configuration of external devices such as in-house printers.

The Results

By adopting VAI's S2K cloud-based ERP solution, USATCO lowered total costs and complexity and transitioned from times of variable costs to predictable costs, while freeing up critical IT resources for strategic initiatives and innovation. USATCO has improved overall business processes and reduced operating costs. Since implementing VAI's ERP Cloud solution, USATCO is simplifying

its e-commerce process and improving customer satisfaction.

With VAI's subscription-based payments, USATCO can invest in other areas of the business, such as purchasing new office equipment, enhancing the website, and expanding manufacturing procedures with the new cloud model to better analyze costs. Additionally, less personnel training is needed: It takes fewer people to do more work on a cloud, with a minimal learning curve on

hardware and software issues.

Since the launch, USATCO is using VAI's ERP Software to:

- Lower total costs and reduce complexity
- Free up IT resources for growth and innovation
- Maintain continuous up-time with no IT or infrastructure points of failure
- Simplify e-Commerce process Improve customer satisfaction

"Since moving to the VAI Cloud, our staff has been able to focus on improving business processes, as well as customer satisfaction and company growth."

– David Lombardo, Comptroller, USATCO