

Epicor Becomes a Core Component of HARBEC's Business Model with Strategic Advising from ComTec Solutions

RESULTS



**Accelerated growth
and scalability**



**Deeper insight into
process efficiency
to ensure project
profitability**



**Better, faster
decision-making**



harbec.com

THE CLIENT

GROWING MANUFACTURER SEEKS OUT SOFTWARE SOLUTIONS

With 45 years in business, [HARBEC](http://harbec.com) provides precision 3D-print materials, prototypes, tooling, machined components, and injection-molded parts. The company is a manufacturing leader, focusing primarily on the medical and aerospace industries.

THE CHALLENGE

NEED FOR MORE EFFICIENCY AND TIGHTER CONTROL

HARBEC's collaboration with ComTec began over 20 years ago. The company had grown to a point at which it needed to improve the efficiency of its operations and maintain tighter control over processes and production quality. Leadership reached out to Rob Moyer, who, at the time, was working at HARBEC. He took on the initiative to "find a better way" through the use of technology. Rob oversaw the initial onboarding of Epicor and helped implement what is now one of the best decisions the company has ever made.

Rob moved on to found his own IT services company, which is now ComTec Solutions, where he continues to further expand on the Epicor platform and ensure all the improvements being made align strategically with business needs and goals. The relationship between the two organizations is strong and has become a key component of HARBEC's success.

"ERP systems are a little complicated, but Rob grasped it really well and was able to help integrate it into our organization," says Bob Bechtold, president of HARBEC. "Bumps in the road are inevitable when implementing new software, but trusting it to the experts is the best way to go."



THE SOLUTION

A SOLUTION FOR EVERY PROBLEM: VAST AND CUSTOMIZABLE CAPABILITIES

The initial need was for inventory control and job costing. Through the Epicor ERP, it became easier for managers to oversee and monitor the inventory and keep the prices close to what they should be, thus driving profitability.

Once these issues were resolved, the organization continued to take advantage of the vast capabilities available. By implementing new options, the team accumulated a library of features—all tailored to the company's specific needs. After using Epicor for over 20 years, leadership continues to discover new ways to use it for their business.

The key to getting the most out of the Epicor software is working together with the experts. That's where ComTec comes in—and how the organization continues to play a vital role.

THE PARTNER EXPERIENCE

WORKING WITH THE EXPERTS TO SAVE TIME AND IMPROVE OPERATIONS

ComTec isn't just a provider: The organization is a partner, providing implementation support and strategic advice. Two to three times a year, an advisor meets with HARBEC team members to apply new solutions and regularly offers optional workshops to introduce the latest Epicor features and functionalities. Implementation experts have the wide scope of knowledge necessary to customize solutions to the organization's needs.

"Even though we have an internal resource focused on Epicor, ComTec is our sounding board, helping us understand all the in-depth possibilities Epicor provides," Bechtold says. "This wide scope of knowledge enables us to deliver solutions on the platform faster and easier, saving us weeks and months of figuring it out ourselves."



What is your favorite part about working with ComTec?

"Epicor Kinetic is a great product, but the great impact it has had on our business is all thanks to ComTec. We love working with the ComTec experts because they are so well acquainted with our business needs and know exactly how to help."

Bob Bechtold
President of HARBEC



Whenever there is an issue or inefficiency in company processes, there are quick solutions that are able to be proposed. For example, when one issue resulted in weeks of headaches, a specialist was able to resolve it in a matter of minutes. Spending just a few minutes to a few hours with the experts at ComTec saves HARBEC weeks to months of the time it would take to figure it out alone.

WHAT'S NEXT?

In an uncertain and ever-changing economy, companies must remain agile and up to date on the latest technology. Luckily, HARBEC is as stable as ever, with new innovations and solutions constantly on the horizon, and ComTec Solutions has become a crucial part of its business success. “We plan on using Epicor forever,” Bechtold says. “Changing this just wouldn’t make any sense.”

GET STARTED ON YOUR MANUFACTURING ERP IMPLEMENTATION

ComTec Solutions is a full-service IT services company that has been providing advisory and technical expertise for SMBs in industries such as manufacturing and engineering for nearly 30 years. Companies looking to improve productivity, elevate the customer’s experience, and accelerate financial growth find value in ComTec’s expertise in Epicor Kinetic, managed IT services, and cybersecurity. ComTec is a proud Platinum Epicor partner and leading Microsoft partner dedicated to helping customers strategically align technology with their desired business outcomes with speed, agility, and confidence. To learn more, visit comtecsolutions.com.