



Company:
Webcom Limited

Type of Business:
Full-service Book Manufacturer

Number of Employees
330

Corporate Headquarters
Toronto, Ontario

Website:
www.webcomlink.com



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Toronto, ON M2P 2E9
1.866.816.4332

Calgary
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Vancouver
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Edmonton
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Overview

Webcom Limited is a full-service book manufacturer that has worked with publishers of all kinds to become one of North America's leading printers. With operations throughout North America and a central plant and distribution location in Toronto, Webcom services include book, catalog, CD-ROM, and flyer production. They are an innovative company that is an industry leader in the user of technology to improve their processes and efficiency.

Challenge

Webcom realized that the requirements for order estimation and management were beyond the capabilities of the ERP system and therefore required custom development. The custom application needed to operate in real time, seamlessly integrate with ERP data, be web-enabled and user-friendly, be scalable for future enhancements and contend with the unique complexities of book manufacturing.

The objectives of the project were:

- Reduce redundancy in data entry
- Automate the estimation process
- Automate document creation
- Reduce cycle time on Quotations
- Provide consistent presentation of Quotations and Confirmations
- Improved Reporting surrounding Quotations
- Automate job planning and tracking – Replace AS/400 legacy system

Solution

Ideaca worked closely with the Webcom team to design, construct and deliver the Production Order Estimating Management (POEM) solution.

POEM has improved customer service dramatically with 80% of cost estimates completed within minutes rather than weeks. Automated order planning has eliminated the need to manually plan common jobs and assists in the planning of more complex jobs. An automated job scheduling process sets manufacturing process milestones to ensure that a job is completed through its various stages within a given timeframe and delivered to a customer on time.

POEM has evolved from a data entry system to a complete automated business solution that integrates with Navision, which provides Webcom with a powerful and scalable solution that encompasses the entire business process from customer management to product manufacturing.

"I am impressed with Ideaca's dedication, professionalism and ability to get the job done! No matter what we throw at them, they get down to it and are making it all happen."

*-Mark Delvecchio
POEM Project Manager
Webcom Limited*