



B&L NEWS

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ENTERPRISE RESOURCE PLANNING FOR METALCASTERS

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CEO'S CORNER



Phil Laney, CEO

B&L's CEO Speaks at ProgressNEXT

B&L's CEO Philip Laney will be a session speaker at the ProgressNEXT conference. Hosted May 6th – 9th, ProgressNEXT is the largest global gathering of Progress customers, partners, and developers of the year.

B&L's Odyssey ERP is based on the Progress Software Corporation's OpenEdge application development platform. (By focusing on factors such as performance, cost, reliability, scalability and ease of maintenance, utilizing Progress Software enables B&L to focus its efforts on functionality, trends, and metalcasting industry best practices.)

Phil will be discussing B&L's shift from a traditional software company to a Software-as-a-Service based model in "From Legacy to SaaS and Everything in Between" on Wednesday May 8th beginning at 4:45pm. Phil's discussion points will include:

- Configuring a consistent, simplified - yet top-notch - customer service department for a Cloud/SaaS deployment
- How to deliver rapid, high-quality implementations for success under a SaaS model
- Understanding the advantages of SaaS/Cloud over a perpetual or on-premises model, and helping the direct sales force to those customer benefits

Registration and additional information on the ProgressNEXT conference may be found at: <https://www.progress.com/next>

American Metalcasters Prefer Odyssey

During the January – March 2019 timeframe, new metalcasting companies signing to the Cloud-based Odyssey ERP software system included:

- Homer, Michigan-based and family-owned **Calhoun Foundry Co, Inc.** has been producing grey and ductile iron since 1943;
- Franklin, Indiana-based **Dualtech Foundry** is part of the Innovative Casting Technologies family of businesses and specializes in aluminum, gray and ductile iron prototypes as well as low-volume casting production; and,
- Chester, Pennsylvania-based and family-owned **West Philadelphia Bronze Inc.**, one of the leading United States manufacturers of large non-ferrous and aluminum castings, pouring up to 15,000 pounds.

Long-time B&L customers on the BLIS software system, two firms upgraded to Odyssey SaaS:

- Gladewater, Texas-based **Texas Die Casting** is a leading aluminum die cast manufacturer in the U.S. TDC and produces aluminum die cast components for a wide range of markets; and
- Madison, Wisconsin-based and family-owned **Berntsen Brass & Aluminum Foundry, Inc.** has provided world-class aluminum, bronze and brass casting services since 1946.



Taylor Holm

New Title (and Responsibilities) for Taylor

Taylor has been promoted to Senior Support Representative with some increased responsibilities.

“This promotion aligns Taylor’s title to the added responsibilities of ensuring top quality results are given on each and every customer support ticket,” stated Joe Harmon, Vice President – Technology & Support.

“Taylor will become more involved in ensuring each B&L Customer Support Desk representative handles their tickets effectively; and, that the ticket resolution provides the quality Odyssey customers deserve and expect from B&L’s award-winning customer service staff.”

Holm joined B&L in 2014 as a Software Support Representative with a strong customer service background within the banking industry as well as with a specialized food and beverage manufacturing facility. She holds both an Associate of Science degree in Computer & Information Technology and a Bachelor of Science degree in Organizational Leadership and Supervision.

Education & Learning Opportunities

For Odyssey customers, it’s never been easier to get more out of Odyssey. Our Professional Services team has in-person classes and free webinars lined up through out the summer.

Virtual

- April 17th - General Ledger Allocations Webinar
- May 1st – Tool Management Webinar
- May 8th – Margin Analysis Webinar
- June 5th – Stop Codes Webinar

(Available where you are. Please note, you will have to log-into the site to access the webinar registration)

Classroom

- April 9th/10th – Dataviews & Dashboards Class
- April 23rd/24th – Costing Workshop
- May 13th/14th – Crystal Reports Class
- May 15th/16th – Boot Camp Class
- June 11th/12th – Scheduling Workshop
- July 23rd/24th – Dataviews & Dashboards

(Hosted in B&L’s office in Bridgman, Michigan).

Be sure to check out complete details on our website: BLInfo.com/BLClasses

GA of Odyssey 6.1 Maintenance Release 3

ODYSSEY UPDATE



Brad Clark, Manager
Research & Development

The latest release of Odyssey, Odyssey 6.1 MR3, is now available for all customers. Primarily a stability and performance update, Odyssey 6.1MR3 includes several enhancements to improve the user experience of Odyssey customers.

- When running Odyssey on an iPad, we have added the ability to sort on column headers.
- The length of passwords within System Configuration has been increased to support systems that auto-generate very long passwords.
- Hovering your mouse over the grid cell will display a tooltip of the entire text for data grids that have multiple lines of information that do not show the entire text.

- Within the Heat Planner, you can now highlight multiple shop orders to remove from the plan at one time.

Maintenance releases for Odyssey are being released approximately every two months, and Odyssey 6.1 MR3 is the third of four scheduled Odyssey 6.1MRs. The focus of the programming content of each MR is continual stability and performance improvements, but this new, standardized release cycle also allows us to deliver enhancements in a timely manner.

All Odyssey 6.1 release information is available through Rapid Support within Odyssey Web UI or via the B&L customer portal (Customer Login) for customers on Windows UI. Any assistance needed in the update is free for customers on maintenance.

Odyssey 6.2 will be a major release featuring business application enhancements centered around scheduling, plus new and exciting User Interface features.

New R&D Staff



Chris McNeil

Chris McNeil has joined the Research & Development department as a Quality Support Analyst.

“Chris will be a great asset to R&D and the existing Quality Assurance team,” notes Brad Clark, Manager – Research & Development. “Adding Chris to the team will allow R&D to expend more resources on testing new Odyssey releases and additional detailed regression testing of existing business processes.”

McNeil joined B&L’s award-winning customer service desk in late 2017. He holds a Bachelor of Arts from Southern New Hampshire University as well as an Organizational Leadership and Supervision Certificate from Purdue University – South Bend. McNeil’s diverse business background includes both data management in the healthcare industry and extensive supervisory experience across several manufacturing industries.

See You There?

B&L staff will be at the following industry shows in Q2 2019:

- CASTExpo 2019 (April 27th – 30th, Atlanta, Georgia), Booth #1729
- 2019 NADCA Plant Management Conference (May 1st – 3rd, Nashville, Tennessee)
- California Metalworking Industry 46th Annual Meeting (May 9th – 10th, Garden Grove, California)

Hope to see you there!



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Who selects Odyssey ERP? Businesses like yours.

In honor of our April business anniversary, we did a little research on our customer go-lives since 2016, the year we introduced Odyssey's CRM module.

- Nearly 60% of our go-lives were foundries. The remainder were die casters (34%) and investment casting (7%). **100% were metalcasters.**
- While the bulk of our go-lives were at single plant companies (73%), 1 in 4 go-lives were with a multi-location company. The largest go-live company had 13 locations!
- 88% of our go-lives were with businesses based in the United States. 12% were Canadian.

