



# B&L NEWS

ENTERPRISE RESOURCE PLANNING FOR METALCASTERS

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## Spectrum 2018

Join us in Nashville this September 16th – 18th for the largest metalcasting ERP user conference in the world! The Spectrum conference format is an interweaving of networking and learning designed to help you get the most out of the conference.

The event kicks off with a welcome reception Sunday evening. Monday opens with the B&L Executive Team reviewing Odyssey plans and discussing B&L's present and future. A variety of classes exploring different Odyssey options are planned. Interactive panel discussions and roundtable sessions are also part of the line-up. This year's featured keynote speaker is an executive coach who has facilitated leadership and motivational seminars across the United States and Canada.

And if you enjoy the social aspects of conferences, we've got a few extras planned! Join us Sunday for an optional golf outing at Gaylord Springs Golf Club. Monday evening, B&L is hosting a Customer Appreciation Night with transportation, drinks and dinner all planned in a live music venue. And during Monday class time, spouses have the option to visit the Country Music Hall of Fame.



Early Bird ends August 17th

Registration and Agenda: [BLInfo.com/Spectrum2018](http://BLInfo.com/Spectrum2018)

### Sponsor Shout-Out:

Spectrum would not be what it is without our sponsors. Big thank you to Danly Consulting Services (Elite Sponsor), Radley Corporation (Super Sponsor), and Progress Software (Basic Sponsor). Thank you for helping make Spectrum a valued customer resource!

For more information on B&L's valued partners, check out our website: <https://www.BLInfo.com/about/business-partners/>



## Q2 Happenings

**Industry events** – The second quarter of the year tends to be a busy time for industry events and 2018 was no exception! B&L staff has enjoyed seeing customers and new faces at the AFS Metalcasting Congress, the NADCA Plant management Conference, the California Metals Coalition Annual Meeting and the Zinc Die Casting Conference – just a few of the events where you might have spotted our logo!



Awards at the Zinc Die Casting Conference featuring two B&L customers

## Signings



Horizon Metals of Nephi, Utah



Aarrowcast, Inc of Shawano, Wisconsin



Cambridge Division of North Billerica, Massachusetts

**Product Updates** – Odyssey 6.0 MR3 is now available! Odyssey customers on the B&L Cloud will be contacted by our Technology Department via email with an upgrade date and time. If you are hosted on-premise and would like help updating, it's free to any customers on maintenance with B&L! Visit B&L's upgrade request site (<http://Upgrade.BLInfo.com>) to get scheduled.

## Featured

While we often share press releases with industry media outlets to keep customers updated on product and staff changes, we also try to be a knowledge resource within the industry. In the last few months, several B&L VPs have authored articles focused on helping metalcasters make better decisions.



## FROM THE DESK OF



## Kristine Craft, VP-Professional Services

Employee turnover can have an adverse effect on day-to-day operations. That is a known fact to both HR professionals and management staff. When employees leave an organization, their knowledge of how a business is run, how software and processes are used, leaves with them. We've seen this time and time again. As an example, when long-term employees leave due to retirements, their 30+ years of experience may leave gaping holes others need to fill by trial and errors, potentially, resulting in high costs for your organization.

B&L's implementation and training specialists recommend that existing employees have a job binder, either electronically or printed, with their SOPs (standard operating procedures). These procedures should be approved by their supervisor. When an employee is out of the office, someone could pick up the binder or go to the network folder to find the SOP, to cover for him/her with tasks they do in both the Odyssey ERP software and other tasks specifically related to the job.

The plant floor is no different. The use of Odyssey process documents or Quality Viewer should be constantly maintained and updated so employees to understand how to correctly process all parts at the highest quality level.

SOP's can prevent employees from keeping "silos of knowledge" to themselves. Additionally, the use of SOP's for new employees assist them in learning the job functions as well as clearly defining the expectations you have for your staff members.

We often recommend to B&L customers going through an implementation is to create process documents for each employee to follow. These instructions will help them learn how to use the Odyssey software effectively. By having good process documents, new employees (or existing employees who take over the work) can have documents which they can reference to perform the required work. This cuts down on training time and helps immediately support the new employee while making sure system efficiencies are still in place.

If you would like to see examples of process documents (SOP), please go to Rapid Support from Odyssey Web UI or by logging into [www.BLInfo.com](http://www.BLInfo.com), then click on **Resources** then select *Rapid Support*. Once in *Rapid Support*, go the Process Flow Documents from the *Select Topic to Display*, choose Odyssey Web UI or Odyssey Windows.

## Upcoming Summer Classes

All classes are hosted at our office on the beautiful Michigan coastline.



**Inventory Control** – July 25th – During this special one-day class, the focus will be on the tools to help keep inventory levels accurate: from product and scrap reporting to scheduling – if it touches inventory it will be covered!



**Odyssey Boot Camp** – August 21st and 22nd - This hands-on 2-day class will cover navigating in Odyssey Web User Interface. All modules from Quoting to Cash Application and Purchasing to Payment will be covered.



**Crystal Reports Class** – August 23rd and 24th - A 2-day, hands-on class which walks you through modifying, creating and setting up new reports within Odyssey.

More info at [BLInfo.com/Classes](http://BLInfo.com/Classes)

## Staff Addition Announced

Bryan Hoffmaster has joined the B&L Customer Support Desk. Bryan will be focused on providing support for technical problem resolution on the Odyssey ERP System. Hired in early 2018, Bryan has undergone extensive training in the User Interface (UI) of both Odyssey Web UI and Odyssey Windows UI. He holds a Bachelor of Computer Science from Purdue University. Bryan has focused on a career supporting the use of technology; his prior experience includes time as both a software developer and a customer support technician.





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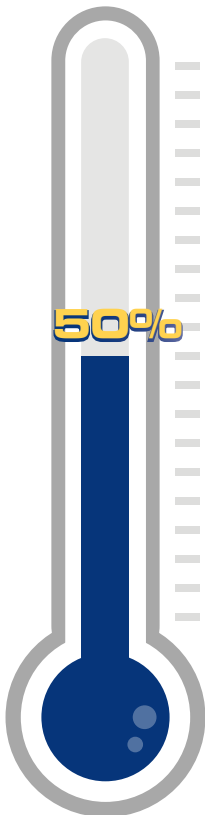
## 2018 Listening Tour

2016 was B&L's 40th anniversary. In many ways, it was a banner year capped off with a Spectrum conference hosted in our own "backyard" of the beautiful St. Joseph Michigan area. We were delighted so many customers joined us on our turf!

For 2018, CEO Phil Laney decided 2018 would be the year we met customers on *their* turf. He set the audacious goal of having a senior B&L staff member visit **every one of our customers** to hear first-hand what's going right and what challenges they are facing – a kind of listening tour.

If you are a customer and haven't heard from us yet, you will soon!

**Fun Fact:** *While we are a North American based company, we do have one UK client. And yes, they are on the list for a visit!*



% of customer visits completed to date



Diane Cotran and Roland Simard, with Phil



Tyler Stone, CEO, with Phil