

CUSTOMER SUCCESS STORY

Gamma Vacuum



JobBOSS, Synergy and Event Manager Help Small Ion Pump Shop Outpace Bigger Competitors

Gamma Vacuum, based in Shakopee, Minnesota, is a 23-person shop focused on becoming the world's leading manufacturer of ion pumps. This small, global technology firm designs, manufactures and services ion pumps, titanium sublimation pumps and their controls for government labs, research universities, computer and medical industries. In a business climate dominated by competitors with 1,000+ employees, Gamma Vacuum today owns approximately a third of the \$25 million market, having grown to be an industry leader through superior quality, delivery and service.

Business Needs

In early 2003, Gamma Vacuum spun off from a larger company that made multiple products and used several job shop management tools. As an independent new business, Gamma Vacuum took the opportunity to review available job shop software solutions with a goal of finding a solution to better manage

its newly-focused business delivering the best ion pumps in the industry.

Having used JD Edwards at the company from which they had just spun off, Gamma Vacuum decided to evaluate MAS 90 along with JobBOSS. Gamma chose JobBOSS based upon its ability to meet all of the company's immediate job shop needs at a price point that was far better than the competition. Most importantly, JobBOSS delivered out of the box what would have taken considerable time to get up and running with MAS 90. More than eight years later, Gamma has not outgrown the solution and continues to leverage JobBOSS solutions by incorporating JobBOSS Synergy and JobBOSS Event Manager to its job shop solution mix to achieve aggressive business goals.

“Being focused on one product, ion pumps, and simply delivering the best product to customers each and every time has provided



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Tony Wynohrad,
Partner and Business Director of Gamma Vacuum



us with the focus that competitors don't have,” said Tony Wynohrad, partner and business director of Gamma Vacuum. “Competitors’ diverse product lines cloud their view and dilute their service. The big companies don't even notice they're losing market share but as they do, they become less responsive to customers' needs, and instead focus on other products.”

Solutions

Starting from day one in 2003, Gamma has used technology to appear as large and as capable as their Fortune 1000 competitors, but with the advantage of being a lot more nimble. Today, Gamma is using the latest versions of JobBOSS and JobBOSS Synergy, as well as JobBOSS Event Manager, with exceptional results.

JobBOSS gives them the flexibility to reschedule and reveal material shortages early on. Because they are a configure-to-order shop, they do not have parts sitting on the shelf ready to ship and every job is a little bit different. Within minutes, the team can build a dummy job in JobBOSS to find out what can be delivered. “Most of our potential customers have been buying the same product from the same source for 10-15 years, primarily because it's cost effective and there are no quality issues,” said Wynohrad.

“To win their business and interrupt that pattern, we have to demonstrate extraordinary service.” This service has paid off—Gamma jobs continue to increase year over year.

Wynohrad, who describes himself as a “database” guy has recently upgraded to Microsoft SQL 2008 from SQL 2000 in order to be compatible with JobBOSS Synergy Enterprise. After working with SQL 2008 for only a week, he was up and running with no issues. A side benefit is that SQL 2008 also has the advantage of built-in SSRS, which for

Gamma has allowed them to change their reporting structure. While Crystal Reports will continue to be used for some work, because of the SQL 2008 capabilities, Gamma is in the process of using SSRS for all of its new reports.

Results/ROI

Since the company's inception, Gamma Vacuum has seen 8% revenue growth each year, despite challenging economic and recessionary times. They compete daily with corporations doing \$200+ million in sales. Armed with JobBOSS shop management and control software, JobBOSS Synergy workflow and CRM software, and JobBOSS Event Manager business activity monitoring solution, technology is a vital ally for Gamma Vacuum. These systems from JobBOSS also keep the company's overhead down. “I estimate our JobBOSS and Synergy solutions are the equivalent of two people who would otherwise monitor information and keep our ISO system in compliance,” said Wynohrad.

The JobBOSS solutions have also allowed Gamma to automate tasks that are administrative in nature, or required someone to read a report. For example, for a quote follow up, Gamma can automatically send an email telling a reseller that they need to provide a quote follow up. The reseller logs in to the system, provides the necessary updates, and no further communication is required. The process is automated and the system lets everyone know that the task has been completed.

Moving forward, Gamma will complete the implementation of the latest version of JobBOSS Event Manager and also leverage the Synergizer tool. Together, these enhancements will allow for increased business process automation, enhanced document control, and a stronger ability to catch problems and opportunities in real time as they present themselves.

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