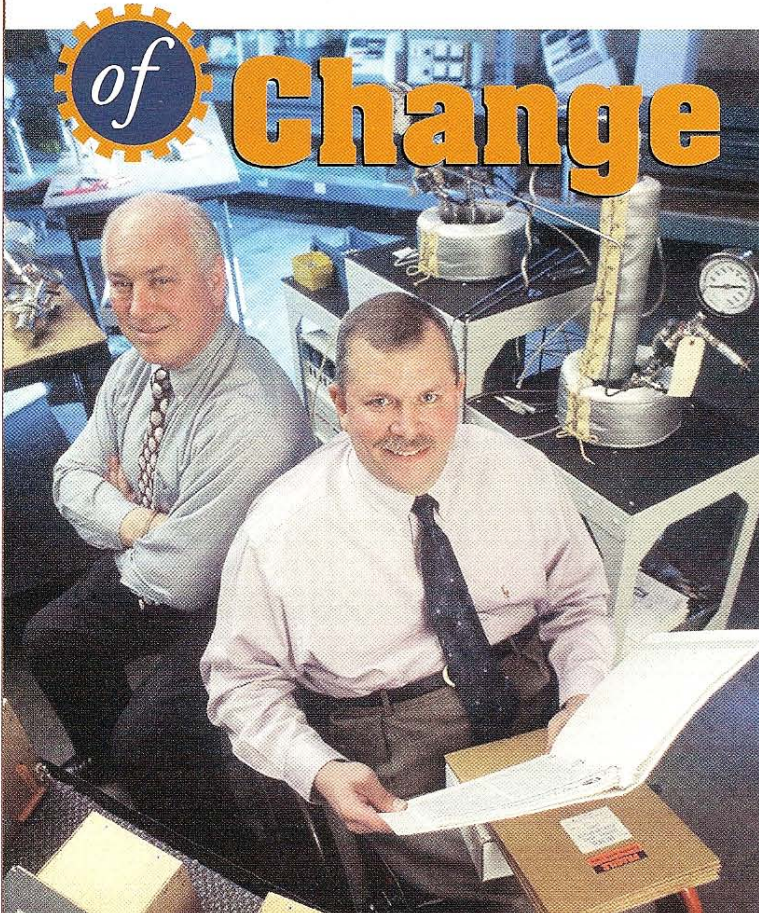


# Reseller News

Long Relationship Is Measure Of Success



## INSTRUMENT



▼ The Client View

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Parr, a maker of scientific instruments, had been running the Baan Co.’s Baan 2.2 ERP software on Unix hardware. After consulting with RMC Solutions, the company decided to upgrade to Y2K-compatible Baan 4 running in a Windows NT environment, said Richard Morton, chief executive of RMC Solutions, a \$10 million VAR in Lisle, Ill.

“Our relationship with Parr over the years has evolved,” Morton said. “Originally, we were in the supportive role, solving application problems and writing customiza-

tion for the 15 programs that were in place at Parr. We moved from being a support organization for them to a full-service

provider for all their services.”

Parr, which celebrates its 100th anniversary this year, makes calorimeters—devices which measure energy in dry and liquid fuels, as well as pressure reactor products used in research and development labs. The company, which has revenue of \$15 million to \$20 million, had used Baan 2.2 which RMC Solutions installed in 1992, to manage its accounting, product financial and customer order data.

RMC Solutions faced the problem of migrating Parr’s existing data to Baan 4. The VAR tapped Baan’s internal Baan Migration Group to put together a team to help develop tools it could use in the data migration since nothing was commercially available, said Morton.

Compounding the problem was Parr’s requirement of zero downtime. “Any disruption to

► BY JERRY ROSA

**W**hen Parr Instrument Co. needed to resolve Y2K issues and upgrade its enterprise resource planning solution, it did what it usually does for IT issues: Parr turned to longtime integration partner RMC Solutions Inc.

“We have used them as our IS department,” said Rich McMurray, treasurer of Moline, Ill.-based Parr. “[RMC Solu-

tions has] provided us with consulting, technical expertise, and running the system on a daily basis. It’s a relationship



## Long Relationship Is Measure Of Success



our information systems is a major disruption to our employees and customers," said McMurray. "Our customer service people are always accessing the systems to find customer orders and availability of goods."

Because of its years working with Parr, RMC Solutions knew the instrument maker's business and its concerns, said David Dickson, president of RMC Solutions. "Maintaining our relationships is very important," Dickson said. "From Day One, Parr has outsourced as much of their information systems as possible. We understand Parr's product line pretty well and the business challenges."

The companies have a long history—especially in the computer industry—and have seen many changes. The most recent: Last month, RMC Solutions agreed to be acquired by FutureNext Consulting Inc., Tysons Corner, Va.

Parr and RMC Solutions first worked together in the 1980s when a distributor of an ERP

product by Quantel asked RMC Solutions to assist in implementations, training and consulting. Quantel later assigned RMC Solutions to work with Parr when another channel partner left the business, instantly creating opportunity in the area, recalled Morton.

In 1992, RMC Solutions supplanted the Quantel installation with Baan 2.2. Parr's information systems operated on an early version of an IBM Corp. RS/6000 running on AIX and used an Informix Corp. derivative database. The new system calls for Baan 4 to run on Microsoft Corp. Windows NT on a Compaq Computer Corp. server with three-way 400MHz Pentium symmetrical processors with disk array and an Informix database, according to executives at the two companies.

RMC Solutions' input and help was crucial in finding the right solution to the company's problem, said McMurray. In earlier discussions, the two companies selected another Baan ERP product, but later

found that version of the Dutch developer's software could not work in North America. In September, the two businesses selected Baan 4. "It was like going up a sand hill," McMurray. "That's how it has been through this whole process and it's amazing we are as close to schedule as we are."

McMurray credits the VAR for helping Parr cope with any headaches that popped up. "RMC Solutions has been the stable element here beside us. Whenever there becomes a problem with a lack of communications with any of the parties involved, I've been able to go to Rick [Morton] and he's been able to get the job done," McMurray said.

By February, with assistance from Baan, RMC Solutions already had paced Parr through two test conversions and trained Parr employees on the new system's functionality. But the test conversion still had some problems, Morton said. "The first run-through proved that it could be done, and as a result of that we discovered 20

tables that needed further review in order to do a 100 percent conversion," he said.

If all goes as planned, RMC Solutions will once again have completed a successful implementation for Parr this month.

### UP AT BAT

#### THE CLIENT

#### **Parr Instrument Co.**

*Rich McMurray*

#### THE RESELLER

#### **RMC Solutions Inc.**

*Richard Morton, David Dickson*

#### EQUIPMENT:

**Baan 4** enterprise resource planning software running on **Microsoft Windows NT**. Hardware includes Compaq servers with three-way 400MHz Pentium symmetrical processors with disk array; Informix database. Put Parr through **two Y2K test conversions** by February; VAR has scheduled final run for this month.

#### THE SCORE:

Solution will make Parr's IT system **year 2000-compatible**; brings more up-to-date ERP capabilities to the equipment manufacturer.



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