ERP Provider Revs Up Manufacturing In The Cloud

When your busy manufacturing clients' rely on high-speed connectivity you need the right cloud hosting partner by your side.

For manufacturing companies, having total control over their entire manufacturing environment is critical. This environment includes all the various functions that keep the business running, such as accounting, customer relationship management, inventory and order management, human resources, and more.

Today, many of these companies utilize an ERP software to streamline all of these functions into a centralized database.

MAX for ERP[1] happens to be one of those ERP software providers.

Founded in San Mateo, California, MAX for ERP software helps their clients maintain a holistic view over their complex business operations at all times. Specializing in services for small to medium-sized manufacturers, MAX for ERP's clients include food processors, medical device, computer and electronics, automotive, contract, and discrete manufacturers in various regulated industries.

A Speedy First Impression

During a regular service visit to one of their client's office, Kris Johnston, MAX for ERP's former Director of Professional Services noticed something very different about his client's server — it was remarkably fast. Intrigued, Johnston asked his client who was hosting their server.

That hosting provider was CIO Systems of Silicon Valley.

Back in their early days, many of MAX for ERP's clients hosted their own servers on-site. But as the popularity and flexibility of the cloud increased, MAX for ERP saw a growing need to provide their clients with a reliable cloud hosting option.

Being the early days of the cloud, Johnston knew many of his clients would be skeptical about the security reliability of the new technology. His clients would need a secure option for storing their financial and proprietary manufacturing information.

Impressed by CIO Systems' security systems as well as the incredible speed they were providing to his client, Johnston knew CIO Systems would be the ideal cloud hosting partner.

[1] MAX for ERP is a subsidiary of MAX, an ECi Software Solutions Company

Impeccable Customer Service

MAX for ERP prides itself on providing around-the-clock customer service to keep their client's manufacturing systems connected. To maintain their level of service, MAX for ERP needed a hosting provider that was always available to meet that demand.

Early into their relationship with CIO Systems, Johnston knew they had made the right decision. MAX for ERP was blown away by their new partner's dedication to meeting their needs.

"The really big thing that sold me on CIO Systems was their customer service," said Johnston. "They were top notch. You call them and you get a call back within minutes, always."

"One of the founders actually answered the phone once from the dentist chair because he knew we were in the middle of a big roll-out," Johnston recalled. "That's how seriously they take their customers business".

The Complete Package

In addition to the reliable customer service they received, MAX for ERP was also impressed by the more tangible qualities of CIO Systems' managed service offerings. From robust security to protect their clients' assets, to reliable performance speeds that could quickly scale to meet fluctuating user and application demands, CIO Systems offered the total hosting package MAX for ERP needed to keep their clients happy.

"They have the expertise, they have the systems, the knowledge and the infrastructure to power whatever needs to be powered for an organization," said Johnston. "If I knew somebody who was looking for the services that they offer I would definitely confidently recommend CIO Systems."

With CIO Systems as their hosting partner, MAX for ERP continues to keep its clients in the manufacturing success

To see how CIO Systems of Silicon Valley can help streamline your IT, please contact us today.

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