



**SWK**  
TECHNOLOGIES

# SSP Optimizes Operations with Sage 100cloud and SWK

## CLIENT: Specialty Silicone Products

- **Plastics manufacturer**
- **Located in Ballston Spa, NY**
- **Open since 1989**
- **Customers in aerospace, healthcare and military sectors**
- **Uses Sage 100cloud, JobPack, SugarCRM, WOScan and several other integrations**
- **Also a customer of SWK Network Services**

## Specialty Silicone Products

Specialty Silicone Products (SSP) is a manufacturer of silicone-based plastics headquartered in Ballston Spa, NY, approximately 30 miles north of the state capital of Albany. The company manufactures and distributes made-to-order silicone-based products domestically and internationally to clients in the medical, aerospace and military sectors, as well as several other industries. They have grown significantly since their founding in 1989 and the high-growth called for expansion in production volume and clientele, as well as changes in business processes.

As part of this reorganization, SSP was forced to review the software solution used for their production and distribution processes and consider whether to modify or migrate from the system. They had moved to Sage 100 after having found that their previous solution was not adequate for



their needs, but after drifting between resellers had left them with a local software provider that eventually became too small to respond to their repeated queries, they were unsure if they could continue with the same product.

Susan Premo initially joined SSP in 1994 as the sole member of their accounting team after having served as a Certified Public Accountant previously. Premo was

present when SSP was still using their solution before Sage 100, One-Write Plus, which she found to not offer the automation they needed to keep up with deadlines. However, as the company continued to grow, the same problem was found with Sage 100 as their reseller at the time could not provide the level of customization and extra service they required, so Premo, now SSP's VP of Finance, led the charge in seeking alternatives.

## Choosing the Right VAR

SSP considered several options before deciding to contact SWK Technologies based on our track record of providing customized development for Sage solutions and integrations. Through a combination of research and personal references, Premo had waded through multiple possibilities before becoming impressed with SWK's history and accreditations.

She was further vindicated when SWK Senior Consultant, Bastian Boesner-Worth, proposed an in-depth Business Process Review (BPR) that would help identify SSP's major gaps and pain points, and offer solutions for these disparities.



"This provided the road map we always lacked," said Premo. The BPR traced all of SSP's processes managed through Sage 100 and highlighted multiple discrepancies in how the solution was deployed and applied. SSP was capturing only a fraction of the Sage 100 solution's true value in streamlining manufacturing processes and enabling tasks such as compliance-related functions. These inefficiencies detract-

ed from SSP's output and threatened its sustained growth, which had accelerated to a rate of approximately 10 percent per year.

SSP relies on a number of complex processes to deliver its higher quality silicone-based products to the plastics market. The materials they supply to their clients provide enhanced solutions for complex component manufacturing in micro-

verticals such as aircraft, smartphone and lab equipment construction. SSP also offers customization options for specific orders, including crafting personalized silicone compounds on-demand. Compounds can be customized for factors such as tensile strength, temperature resistance, and degree of elasticity desired.

**"This provided the road map we always lacked"**

## An Industry That Needs Strong Solutions

In an industry where establishing the foundations for production can cost hundreds of millions of dollars and take several years, SSP adheres to strict standards to maintain its level of quality in production to ensure continued competitiveness and ROI on its resources. SSP strategically manages both raw material and human resources to preserve its production methodologies and best practices.

Experienced professionals within this industry are highly valued, and SSP employs several certified specialists onsite. However, SSP must always contend with a certain deficiency in qualified personnel in the market at any given time and delegate human input accordingly. The silicone manufacturing industry is also experiencing a shortage in raw material supply from overseas, something which Susan Premo says is unprecedented in her time in the plastics sector.



These factors complicate SSP's data processing ability exponentially and compel the manufacturer to carefully trace resource input. SSP relies heavily on being able to utilize superior quality raw materials in the production of several of their products to ensure they deliver more attractive solutions to their clients. These materials

also provide enhanced features that their clients seek, such as purer silicone used in laboratory testing equipment that will prevent biological samples from being tainted by outside contaminants.





## Regulatory Oversight

Although it does not face as many stringent environmental regulations on the federal level as other manufacturing micro-verticals, SSP does also strictly adhere to compliance with industry best practices mandated by trade associations as well as sanitation requirements for discrete manufacturers mandated by agencies such as the FDA. As an international distributor,

SSP is also compelled to address regulations for documentation for both global agencies such as the ISO as well as those of regional organizations overseeing wherever their products are sold.

Several of SSP's products are intended for use in medical device manufacturing or other market segments where they are designed for

human application or interaction. These items must comply with established procedures for biocompatibility and general safety guidelines for sustained human contact. This entails ensuring related end products are produced in sterile environments, as well as testing the materials and finished batches for factors expected in end-product usage.



Automation is key to reconciling all these intensive pain points for SSP, and SWK's consultation has enabled them to apply their new Sage 100cloud solution towards consolidating all their processing management functions. An optimized Sage 100cloud customization also has delivered the visibility SSP needs to ensure streamlined manufacturing and distribution by connecting their previ-

ously disparate systems into a centralized interface. "The high-level visibility that Sage 100cloud offers us now has taken us years forward in our manufacturing," says Susan Premo.

Besides migrating to the enhanced Sage 100cloud solution, a deciding factor in this new configuration for SSP's system was the improved ability to track and manage

work orders and inventory. This was achieved through additional integrations proposed by SWK that addressed gaps in SSP's supply chain management, including WOScan from SWK partner Scanco. WOScan integrates seamlessly with Sage 100cloud's Work Order module to create an automated delivery system for capturing work order transaction data in real-time.

**"The high-level visibility that Sage 100cloud offers us now has taken us years forward in our manufacturing"**

Premo says that even though SSP felt they had a higher than average knowledge of Sage software beforehand, SWK's consultation gave them more confidence in the solution and empowered them to believe that their Sage 100cloud system could handle all of their demands. "It's clear that SWK knows Sage," says Premo, "Even with what we knew, it's nice to have someone hold your hand through the process."

SSP currently has 15 users for Sage 100cloud, and Premo reports that they have all seen a marked improvement in their process management tasks. Even when it comes to areas of the system where operators are still learning the functionality, the personnel at SSP trust that SWK will be able to provide a "center of competence" for all of their questions and concerns about Sage software.



## SWK ENABLES SUCCESS



120 Eagle Rock Ave  
East Hanover, NJ 07936  
Phone: 973-758-6100  
Fax: 973-758-6120  
Email: [info@swktech.com](mailto:info@swktech.com)

