

DILLON PRECISION REPLACED A DECADE-OLD ERP ON SCHEDULE. THEN USED THE SAME PLAYBOOK FOR ITS SISTER COMPANY.

How a 50-year-old manufacturer modernized on Acumatica Cloud ERP with SWK Technologies, and turned the first implementation into a template for the rest of the organization.

THE SHORT VERSION

Dillon Precision Products had been running the same ERP for more than a decade. The team knew it, the books closed on it, and the business ran on it. But the system had become the place where institutional knowledge lived rather than a tool that surfaced it. When a new general manager with a financial background asked Director of Operations Austin Jenkins how a basic margin report was produced, the answer involved opening the legacy system. The conversation that followed ended with one instruction: this needs to change.

Nine months later, Austin's team went live on Acumatica Cloud ERP with SWK Technologies. They hit the date set at kickoff. Three days after go-live, Austin called his project manager to say the team was past the hand-holding phase. The same playbook brought Dillon Optics live on Acumatica in January.

IN AUSTIN'S WORDS

"After the first couple of conversations with your team, it was very apparent that you were as invested in our success as we were. We would not be successful without the SWK team. I see us having a very long relationship together."

Austin Jenkins, Director of Operations, Dillon Precision

WHAT CHANGED

- ✓ A nine-month ERP timeline scoped at kickoff and delivered on schedule, with day-one issues resolved as they came up.
- ✓ Sales work that used to take hours, from Amazon and ecommerce orders to shipping quotes and customer confirmations, now runs as automation through the ERP.
- ✓ Senior leadership pulls its own financial reports and drills into any line on a statement, with no spreadsheet or email handoff.
- ✓ Three days after go-live, the team had moved past the hand-holding phase. Change management worked on the people, not just the software.
- ✓ The Dillon Precision implementation became a playbook. Dillon Optics went live on Acumatica using it in January, with sister-company accounting now on one platform.

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WHEN THE LEGACY ERP COULDN'T ANSWER A SIMPLE QUESTION

A MARGIN REPORT THAT STARTED EVERYTHING

Dillon Precision was founded in 1976 in Scottsdale, Arizona, and built its reputation on ammunition reloading equipment trusted by hobbyists, hunters, and competitive shooters. The company grew across product lines and sister entities, but the operational core was the same ERP it had run for more than a decade. It worked. Reports came out, the books closed, the business moved. The trouble was that any answer the system produced depended on the people who knew how to coax it, not on the system itself.

Dillon's new general manager was financial-minded, and he asked the kind of question financial-minded leaders ask. Show me how this margin report gets built. The answer required opening the legacy system and explaining how the numbers came together. That moment crystallized something. The current system had become more of a hindrance than a help.

"I tried to treat my team as the customer. What's your end goal? Stick that in a peg board. That's your guiding light."

WHY AUSTIN TREATED HIS OWN TEAM LIKE A CUSTOMER

Dillon had built its operating muscle on the old system, and every workflow had a defender. Any change carried friction. Austin reframed the user adoption problem before it could harden into resistance. He approached his own people the way Dillon approached its customers. He listened to the day-to-day work each department actually did, asked what its end goal was, and used that goal as the fixed reference point through the rest of the project. As he put it, stick the end goal in a peg board. That's your guiding light.

Austin also ran the ERP selection as a cross-departmental decision rather than letting it default to IT. Dillon had a long-standing relationship with its existing reseller and real respect for the team there. But he was committed to evaluating the next platform on its own merits, with input from every function that would have to live in it. The consensus across departments was unanimous. Acumatica was the right fit, and Dillon signed with SWK Technologies at year-end.

NINE MONTHS FROM KICKOFF TO GO-LIVE

SWK approaches every implementation as a joint project, with the timeline and scope built around what the customer actually needs to accomplish rather than a fixed template. For Dillon, that meant a nine-month plan grounded in the work each department would have to do to be ready for go-live, with the date set jointly at kickoff. SWK's project manager ran the work through Rocket Lane with structured task lists and weekly checkpoints, plus short one-on-one calls where Austin could surface whatever was in front of him that week.

Data preparation took the bulk of the effort going into go-live, with the team focused on keeping legacy issues out of the new system rather than carrying them forward. The day itself arrived with a couple of minor hiccups that the joint team resolved on the spot. By 5 p.m. Austin was at home thinking it had to be a setup, that some storm was coming he had not seen yet. The storm never came.

GET IN TOUCH

WHAT IT MEANT

ONE IMPLEMENTATION BECAME THE TEMPLATE FOR THE NEXT

HOURS OF WORK TO ONE CLICK

Amazon orders, ecommerce orders, shipping rate calculations, and customer confirmation emails moved from manual data entry into automated workflows running through the ERP. The hours that came back went into customer relationships and getting product out the door faster. "It was hours of work before," Austin said. "Now it's a click of a button."

REPORTS ON DEMAND

The drill-down in Acumatica's financial management suite replaced a reporting cycle that previously ran through spreadsheets, screenshots, and email. Senior leadership pulls its own reports against the general ledger and clicks into any line on a statement to see exactly what makes it up. The audit trail lives in the system, not in someone's inbox.

THE PLAYBOOK REPEATS

Dillon Precision is the core company, but the business also runs Dillon Optics and a third sister company on separate systems. In January, Dillon Optics went live on Acumatica using the playbook built for the first project. The accounting team that previously operated across multiple platforms now logs into one.



AUSTIN JENKINS

Director of Operations, Dillon Precision Products

"My sales team was spending their time on manual processes. Now they can focus on the customer relationship, build better connections, and provide better service."



Company

Dillon Precision Products
dillonprecision.com

Industry

Manufacturing:
Ammunition Reloading Equipment

Number of Employees

51 - 200

Location

Scottsdale, Arizona

Products

Acumatica Cloud ERP,
Manufacturing Edition:

- Acumatica CRM
- Fusion RMS & POS
- ADP
- RateLinx
- SPS Commerce EDI
- Avalara
- Shopify eCommerce
- Amazon Connector
- SWK Development Services

IF YOUR LEGACY ERP IS HOLDING YOU BACK, LET'S TALK.

Like Dillon Precision, your business may be running on a system that no longer keeps pace. As a four-time Acumatica Partner of the Year, SWK has the consulting depth and project management discipline to keep your implementation on schedule, plus the post-go-live support to keep your team set up for whatever comes next. **Contact us today.**

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