



CASE STUDY

Strengthening Marco Supply's security stance to remain a top-performing supplier

Marco Supply Company is a thriving pipe, valve, and fitting (PVF) distributor that serves Indiana and Illinois. This family-owned business acquired Johnson Pipe & Supply Corp and Stockyards Industrial Supply to expand the breadth of product offerings for its industrial and commercial customers in Chicago and beyond. Marco Supply is a one-stop shop for a building's PVF infrastructure. On top of that, it provides all you need for ongoing maintenance of pipes, valves, and fittings.



Headquarters

East Chicago, Indiana, US

Warehouse locations

Two

SKUs in inventory

Almost 100,000

Industry

Distribution

Infor product

Infor CloudSuite™ Distribution, Infor Birst®, Infor CRM, Infor OS, Infor® Distribution Proof of Delivery

Website

marcosupply.com

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MIKE LOVE

Executive VP, Marco Supply Company

Marco Supply management knew it needed to either upgrade the current ERP or move to a new solution. “We embarked on a full evaluation and decided to stay with Infor, a vendor that could fulfill multiple current needs for us including CRM and analytics. We also wanted a partner with a history of investment in innovation. Having our ERP, CRM, BI, and other solutions all under one umbrella simplifies so much for us,” says Mike Love, Executive VP, Marco Supply Company.

It's only the first step to decide on a new ERP. It's another to go live. With collaboration from Infor, Marco Supply created a solid, actionable plan to ensure their cloud project was a success. “Infor set the gold standard for implementations. I can't say enough about how well it went. We established a very structured approach with champions that led various teams. We stuck to a schedule of weekly calls with the Infor project manager and business consultant. We had a very prescriptive approach to resolving any questions or issues. We removed our modifications and changed a few business processes, and the team has adapted well. When people have requested mods, we have been able to address the request within the system,” Love explains.

Nevertheless, the project was slated to start during a challenging time. “What's amazing is we embarked on this project during the COVID-19 pandemic, so there were no in-person meetings. Even for training and rolling out. But ultimately it really worked out. The team was constantly available remotely. During our go-live week, we had a Microsoft Teams® meeting running for eight hours a day and people popped in if a question arose. It actually made the team feel more approachable, so it was very successful.”

“ It's a huge relief knowing with Infor CloudSuite Distribution we'll never have to do another ERP conversion or upgrade. We automatically receive monthly updates, so we're always current and take advantage of new innovations all the time.”

MIKE LOVE

Executive VP, Marco Supply Company

Business challenges

This family-owned company needed a modern ERP to maintain its long tradition of exceptional customer service. It faced:

- Legacy on-premises ERP long overdue for an upgrade
- A need to consolidate multiple solutions under a primary vendor
- A requirement for stronger security protocols and business continuity plans

By making its move to the cloud, Marco Supply benefited from a reduction in hardware maintenance and contract cost estimated to be almost \$200k in the first year and more going forward. The company also could reallocate staff resources to new strategic initiatives leading to achieving previously delayed goals and improved profitability. However, an immediate benefit from the cloud was the relief in the level of business continuity. “We experienced a hack where our drives were deleted. But we didn't skip a beat because our ERP is in the cloud. Most of our employees didn't even know it happened. If we were still on-premises, we would have been down for a week. It was almost too good to be true. Usually, those stories go the other way. We are so grateful to be in the cloud,” Love reiterated.

Choosing the cloud also relieved Marco Supply from doing another ERP conversion or upgrade. The monthly updates they receive mean that the company's platform is always current and able to take advantage of the latest innovations.

The powerful tools included with the Infor OS platform are just a few of the perks of moving to Infor CloudSuite Distribution. "We love using alerts and workflows to streamline our business. For example, if something unexpected happens with our inventory, the manager is notified at the first inkling and can make adjustments instead of waiting until there's a problem. We can monitor for a number of situations and be proactive instead of reactive. We expect to be rolling out homepages to provide our employees the information they need and prefer, at their fingertips. While some of the newer technology is very exciting, what really matters is that this solution is built for our industry and handles all the fundamentals exceptionally well. One of the aspects of the solution that continues to stand out is inventory management and the way the system handles replenishment and fill rates. It's critical that the ERP get this part of the business exactly right," said Love.

With the help of Infor CloudSuite Distribution, Marco Supply Company is achieving its goal of being a boutique service provider. That's because management can now refocus and strengthen customer relationships and build loyalty through a rededication to personal attention and customer service.

Business results

Marco Supply Company is now well positioned for its next generation of leaders because:

- The cloud solves its business continuity and security concerns
- An enterprise software footprint under one vendor is simpler
- New innovations are adopted regularly, ensuring Marco Supply is always current
- The move to the cloud saved almost \$200,000 in the first year

“ Infor CloudSuite Distribution helps us achieve our goals of being a boutique service provider. We are able to strengthen customer relationships and build loyalty through our dedication to personal attention.”

MIKE LOVE

Executive VP, Marco Supply Company

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