



Fil-Tec

Manufacturing

Pivotal CRM

Who They Are

Fil-Tec is a technical fiber manufacturing company specializing in industrial threading, wires & cables, candlewicks, and much more. Producing materials for every aspect of our lives, Fil-Tec's specialized threading can be found in your furniture to your favorite shirt. Headquartered in Maryland, Fil-Tec has been in operation for over 40 years and is a vital manufacturer for the United States Military. With warehouses located in Maryland and Pennsylvania, Fil-Tec services people and businesses worldwide.

Solution

Like many manufacturing customers, Fil-Tec needed to tightly integrate their Pivotal CRM system with their backend ERP system. Fil-Tec turned to Tokara Solutions to upgrade from Pivotal 6.5.3 to Pivotal 6.6.3.10 with **low costs and a quick turnaround time**. Fil-Tec also migrated their end-user Smart Client functionality to Pivotal UX for easier day-to-day use for employees. Subsequently, this allowed opportunities to seamlessly flow into orders and then to the factory floor to become deliveries. Fil-Tec extended this approach with a complex data warehouse and backend systems that feed and receive data from Pivotal. Moreover, with the help of Tokara Solution's Professional Services team,

Fil-Tec now employs Tokara's Pivotal Widgetizer Accelerator to increase overall efficiency and improve data quality. Tokara Solutions followed our corporate values of stability and consistency by providing a consistent resource over several years. Tokara's dedication has allowed Fil-Tec access to an extremely strong Pivotal resource with in-depth knowledge of Fil-Tec's systems.

Success Story

Originally, Fil-Tec upgraded from an older version of Pivotal by utilizing our assigned resource. Subsequently, Tokara Solutions' resources worked closely with the IT department to **enhance Pivotal's SFA sales process for a complex product suite**. Tokara also worked to tightly integrate Pivotal into several additional systems. Tokara Solutions continues to work side by side with Fil-Tec to design, develop, test, and deploy new updates to Pivotal as required.

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We would not be where we are without the help of Tokara Solutions integrating our Pivotal CRM system with our backend ERP system. Tokara Solutions have been our trusted partner since our initial go-live and continue to provide effective and appropriate solutions for our evolving CRM needs.

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