CARWILD CORP
AN ISO 13485 COMPANY

"It's really key having a partner we can count on."

Carwild Corporation is a near shore contract manufacturer with over 30 years of experience, specializing in medical absorbent technologies. The company manufactures PVA and hydrophilic urethane foam, along with specialty medical-grade threads and dental floss. The Carwild Corporation facility in New London, Connecticut, USA consists of the Headquarters Group, multiple controlled-access production areas and a distribution center.

In the Headquarters Group, Customer Support interfaces between clients and production, to guarantee a continuous supply to meet changing customer demand. Quality Assurance works with client companies to ensure consistent quality with the proper support documentation. Logistics manages sourcing from their worldwide manufacturing partners, as well as expediting products to global destinations.

Carwild needed to find a partner to help keep the ERP software, that supports this global company, up to date. That is where Crawford Software came in. "We had not done any Epicor software update for at least 6 or 7 years so we needed to find experts who could help us manage that transition to the most up to date version," said Ronny Segura, IT Manager for Carwild.

"Crawford helped us manage the process of updating our systems – and they were great to work with. They were flexible from the beginning and explained the whole process well to make sure I was comfortable with what was going on. They were very thorough and delivered just what I needed at the price point I had budgeted for the project." Ronny added. "When we upgraded to Epicor 10.2.2 we realized a lot of benefits as well. We saw a significant drop in user downtime and our speed was dramatically improved, as the new update was a lot easier to use. We are seeing less errors, less downtime and less restarting of the server."

"Another great benefit of working with the Crawford experts was the amount of customizations that were used to improve our software usage. We hadn't previously taken advantage of many of the customizations that were available to us. The Crawford team was able to utilize module customization as well as clean up items that were no longer used or needed."

Carwild now uses Crawford Software on an as-needed basis, when any questions or issues arise. "It's really key having a partner we can count on."

CRAWFORD
SOFTWARE