MIE TRAK PRO USER CASE STUDY

Open Loop Energy

Shop Floor Efficiency

With corporate headquarters in Safford, Arizona, and branches in Winnemucca, Nevada, Salt Lake City, Utah, and Farmington, New Mexico (as San Juan Spring Co), Open Loop Energy, Inc. provides superior hydraulic, manufacturing, and support services to the global mining industry.

After trying to work with their existing ERP application for five years, Open Loop was in the market for a change. Of the products they reviewed, MIE Solutions offered a superior support environment and transparent pricing, making MIE Trak Pro the logical choice.

Open Loop staff members appreciate the easy-to-use report options, flexible dashboards, Quick View options, and search capabilities of MIE Trak Pro. It combines all the required functions in one package, without the need to buy separate modules. In addition, the MIE Kiosk component helps Shop Floor employees work more efficiently.

> "I got tired of our previous vendor nickel-and-diming me every time I needed a report change. Response time wasn't good, support attitude wasn't good, it was always a constant investment. Between that and raising prices, it was the final straw."

Garrett Hoisington
Vice President

Challenges

- Previous ERP produced unsatisfactory results
- Inflexible program with lackluster support
- Charged for changing reports and costly to maintain

Solutions

- MIE Kiosk makes shop floor operations easier to handle
- MIE QuickViews allows for custom reports that give better visibility

Value Added

- No module-based pricing, personalization out-of-the-box, and user-friendly
- Smooth transition with top-quality support
- Confidence in a trusted partner

Learn more about MIE Trak Pro

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