



# | CASE STUDY JCI

A Story Of A Dynamic,  
Growing Non-Profit Agency



## A Brief History

It was 1975- and community leader Nolan Hinson had a vision for a coordinated service program for IDD residents in Smithfield, North Carolina. Fueled by a \$12,000 grant, Johnston County Industries (JCI) was founded with three staff in a 2,000 square foot rented space. Within a year, JCI had outgrown that space – and then the next and the next. Today, JCI’s team of 225 staff serve communities in six North Carolina counties providing an array of program services including vocational rehabilitation, community based employment and support for others facing barriers to employment.

## Partnering For Growth

JCI was a visionary in the early days of vocational rehabilitation programs and a satisfied user of Vertex Financials and Payroll since 1990. “It was a natural decision to choose Vertex for our integrated Manufacturing Management needs,” Sharek says.

This decision was reached just as Vertex was introducing Vertex Production Management, a comprehensive solution designed specifically for rehab agencies operating assembly and manufacturing services.

**“Integrating Vertex products enables our organization to fulfill our mission: empowering people to succeed.”**


**Bill Sharek**  
JCI President & CEO

## Struggles

The problem was apparent: Information and reporting from the manufacturing division could not be transferred automatically to JCI's financial and accounting systems.

The root cause required very little research: the manufacturing management software could not communicate with JCI accounting and payroll systems. There was no interface, no way to import data, no process to eliminate costly, error-prone and time-consuming manual re-entry.

- JCI staff were manually entering journal entries from one system to the other
- Contract profitability was nearly impossible to measure as labor costs couldn't be accounted for on a contract-by-contract basis.
- Payroll calculations were extremely time-consuming: two to three full days.
- Manual entry caused inevitable errors required extensive staff time to identify the error and correct it.
- Reporting had no drill-down capability – analysis was only available at the macro level.
- Managing and cost-accounting over 5,000 component parts was entirely manual.
- Breakdown of inventory costs was unavailable, and could not be associated with specific customer contracts.



**“We didn’t have any tools at our disposal other than making our best guess at quotes. We compete with other companies for contracts, and getting a quote to a customer required days of ‘guesstimating’ at pricing.”**

**Ronnie Boyette – Technology consultant and former JCI VP Manufacturing**



*Customers count on JCI for a variety of products and services, including custom wiring, kitting, machining and their wood products division performs custom crating, prototyping and unique millwork.*



## Successes

Thanks to the insights gained from Vertex Production Management, JCI was able to identify business that was simply a bad fit, that cost more than the revenue it produced.

- Data is instantly transmitted from the manufacturing operation to the accounting operation – with no manual effort.
- Payroll calculation is complete in less than ½ a day – with reporting available the same day.
- Errors from manual input and paper tracking are eliminated.
- Inventory is tracked through the entire manufacturing process, from component parts or raw material to the production floor to finished goods to shipping.
- Job costing is precise, enabling management to make informed decisions on improving operations and investing in the business.

“Our staff was excited about the new system, and the promise of the improvements it would bring to Johnston County Industries” Sharek reports. “Vertex’s implementation team was really outstanding; great to work with. Although the conversion was a challenging process, a short period running both systems in parallel made it clear that cutting over to Vertex was going to run smoothly.” “Integrating Vertex products enables our organization to fulfill our mission: empowering people to succeed.”

**“We got smart about what worked and what didn’t. There was business we walked away from. There was business we won because today, we know very precisely what we’re doing.”**

**Ronnie Boyette – Technology consultant and former JCI VP Manufacturing**



*Vertex Systems delivers superior information management solutions and support services that help unlock the potential of human services organizations and maximize their ability to make a difference. Our vision is to be the premier and preferred provider of information management products and services to human services agencies.*