SEPTEMBER 2021

RAINHOUSE

NEWSLETTER

ProShop
## DIGITAL MANUFACTURING ECOSYSTEM

ProShop started in 1997 when four Western Washington University graduates decided to design and build racing cars. They started Pro CNC, a machine shop where they could create parts for their projects and service external clients. At the time, they used Microsoft Excel to manage their shop and projects, but they were in desperate need of an ERP system. They started to research the options available but these were not great; they were too expensive and overall did not meet their expectations to justify investing in an ERP system.

In efforts to improve their CNC machine shop and make it as efficient as possible, they started developing their own ERP system. For the next ten years, they worked on developing an ERP system having in mind all the requirements at their shop, including scheduling, quality management, CMM'S, equipment calibration, and more.

In 2000 they began implementing and testing the first versions of their ERP software at their machine shop. Clients from the health, aerospace, and marine industries started to show interest in implementing their new software. Vendors' and auditors' feedback suggested that their software was amazing and could be implemented on every company size. With a lot of praise and clients' requests to buy the software, PRO CNC realized they had just created a new product that would help many industries in North America achieve efficiency.

In 2014, after 14 years of development and internal use, Pro ERP started. The original company Pro CNC was sold to an international manufacturing company, and the founders started a new era. Since then, they have been out in the market wanting to help improve production processes in North America and around the world.

Rainhouse is commited to continuously improving internal and external processes, so we decided to implement the ProShop ERP system. Switching to ProShop ERP made it simple for our staff to track their tasks and locate products around the shop only by looking at the system. It has also helped us have all the relevant information available in one place, so we are pleased to have this system in place and now partner with them to show how it has helped us improve our processes.

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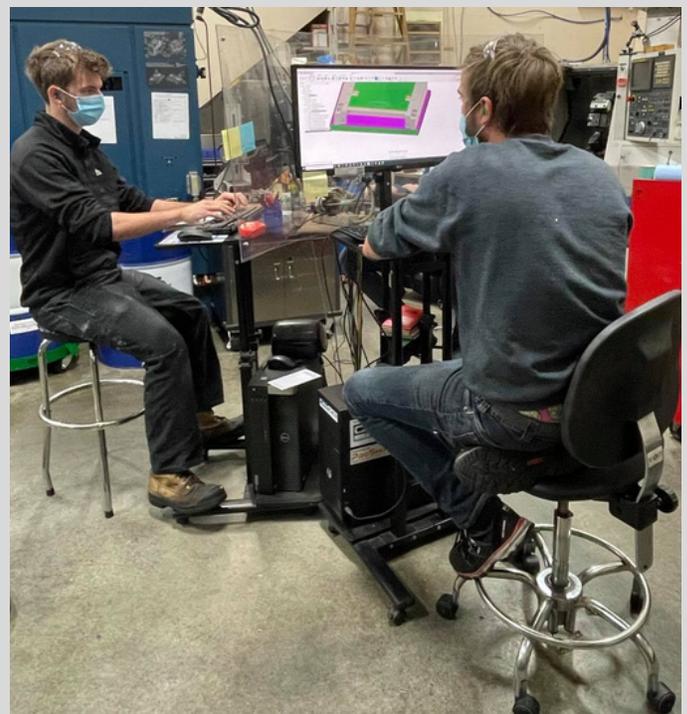
PROSHOP FOUNDERS

Kelsey Heikoop

Kelsey is the CEO and COO of the company. We had the opportunity to meet him during our pro shop training sessions. He is very passionate about the company and loves to wear many hats, so he is involved in almost every aspect of the business, including training sessions, software and its development, and basically many back-end processes of the business

Matt Carrico

Matt is the Head of Development. He is in charge of making improvements happen, adding new features, coding, and everything else involved in the software development process.

Paul Van Metre

Paul is the Chief Revenue Officer and is mostly involved in the sales and marketing aspects of the company. He directly works out partnerships and manages the sales team.

A dream out of college transformed into a successful business that is now available to improve companies around the world.

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OUR EXPERIENCE

"It was great to have an expert directly answer your questions, specifically how to flow through the program and get all the information you may need. Having someone knowledgeable, passionate, and excited about their work also helped make the process easier and more enjoyable. It was beneficial for all staff to have the training and not just management to then roll out the information to everyone. ProShop is great because all the information about a project or a part is in one place. My favorite aspect is the features for scheduling and creating project timelines. "

- Carling Stokes - Mechanical Engineer.

"Having one of the company founders explain the software in detail was awesome. He was willing to answer all questions and discuss any problems. I only have experience with one other ERP system, and ProShop by far has more features and helpful information. For the quality process, it has equipment calibration data that makes everything easier to use. "

- Eric Turko - Quality Technician

"I learned so many things during our staff training. There are easier ways to access information and very helpful shortcuts. After training, I realized I was processing invoices wrong. I would still like to have a way to reduce the amount of manual input to prevent errors and have some filter options instead of a query. Overall, I like ProShop's ability to track outstanding customer purchase orders."

- Arun Thomas- Office Manager

"I was introduced to ProShop by a close friend and colleague that had gone through the process of bringing on ProShop at their own shop that is quite like ours. Seeing the entire process that they went through to onboard an ERP system was extremely helpful in Rainhouse making the decision to go with Proshop. The main benefit that I was able to see with this system is company wide visibility, not only do the people planning or quoting jobs get to see what work will be coming but, anybody in the company has the power to see all jobs going through the company. The ability for all users to input personal experiences for each job is really helping us reduce the amount of tribal knowledge kept inside of people's heads, allowing everyone to find the answers to any problem without having to go look for someone. Overall I have been extremely satisfied with Rainhouse's move to our new ERP, Proshop."

- Chris Lichty- VP of Manufacturing

Rainhouse employees across the board are comfortable using ProShop ERP to perform daily activities. Implementing ProShop was one of the best decisions Rainhouse made to be more productive and have all the information in one place.

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