



Clients First successfully provides, supports and implements leading Enterprise Resource Planning solutions by putting clients and their business first. By helping organizations leverage the power of an ERP solution, clients are able to gain visibility and insight, optimize their operations and rely on dedicated support. With vertical expertise in Manufacturing, MRO, Distribution and Food & Beverage industries, Clients First has been the trusted advisor for many businesses looking to drive revenue growth and improve productivity with a partner they can rely on.

## MAINTENANCE, REPAIR & OVERHAUL

### **ProMRO** module

FOR  Microsoft Dynamics AX

Sulzer LTD is a global partnership offering reliable and sustainable solutions for performance-critical applications. The Sulzer service and repair offerings are heavily relied on by some of the largest companies and cities in the world. Headquartered in Switzerland with 150 locations and three distinct divisions, Sulzer must rely on strong internal systems to manage and report business metrics to their investors. With the help of Clients First Business Solutions and the ProMRO module, the management team at Sulzer has the data needed to not only track labor costs and materials of projects, but also to quickly see profitability by location.

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### Microsoft Partner

Gold Enterprise Resource Planning

## SULZER

### Customer Reference

**Company:** Sulzer  
**Expertise:** Turbine Maintenance  
**Deployment:** 20 Locations on 4 continents worldwide  
**Replaced:** SAP R3  
**Solution:** Dynamics AX 2009  
Clients First MRO  
ProMRO module

*PUTTING CLIENTS AND THEIR BUSINESS FIRST*

NEW JERSEY • ALABAMA • CALIFORNIA • FLORIDA • ILLINOIS • MINNESOTA • TENNESSEE • TEXAS



*“ After our successful Houston implementation of Dynamics AX in 2006, Sulzer has since utilized Clients First for our other service facilities in the United Kingdom, Argentina, Australia, Indonesia and The Netherlands ”*  
*-Glenn Doerksen, VP Operations, Sulzer*

*PUTTING CLIENTS AND THEIR BUSINESS FIRST*

### Clients First ProMRO Module Implemented

Clients First began a Dynamics AX deployment in the Sulzer Houston office. As a part of this implementation, Clients First utilized Sulzer’s best practices along with a deep industry knowledge of MRO and created the ProMRO Module as a result.

Initially other Sulzer locations were utilizing SAP R3, however once the Houston office was implemented, the project was audited by corporate and found to be superior to their deployment of SAP. As a result, AX was subsequently recommended for international corporate wide adaption.

Dynamics AX is an international, enterprise solution and is available in most countries worldwide. This means that there are Microsoft Partners across the globe as well. However, after a challenged deployment attempt at Sulzer’s corporate headquarters in Switzerland by a local Dynamics AX Partner, Clients First was retained to take over the project and manage it to a successful completion. Sulzer corporate requested for us to reimplement Dynamics AX in Holland and chose to use the Clients First team rather than resources located within 3 km of the Venlo, NL. The original implementation done by the local Dynamics Partner had resulted in a significant budget overage and did not address the requirements of the business.

Clients First is currently managing the deployment of AX to over 20 recently acquired Sulzer locations in the UK as well as locations in Australia and Argentina. Let Clients First address your MRO requirements with the ProMRO Module written for Dynamics AX.

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### Customer Reference

**Dynamics AX 2009 Enterprise**

**Clients First MRO**

**ProMRO Module**

**139 Enterprise Users**

**Financials I & II**

**Fixed Assets**

**Human Resources  
 Management**

**with 500 employees**

**Master Planning**

**Projects I & II**

**Trade**

**Trade Agreements**

**Warehouse Management I**

**Sales Force Automation**

**Marketing Automation**

**Sales Management**

**Telemarketing**

**Morph X Development**

**X++ Source Code**

