

CASE STUDY



IMPROVING PROCESS EFFICIENCY:

How Arista Consulting Helped Service Wire Reduce Manual Processing with QAD Automation Solution Configurations and Implementation

THE CHALLENGE

Service Wire is a multi-generation, family-owned wire and cable manufacturer that has been producing American-made products since 1968, with a strong focus on product quality and industry-leading service levels. As part of its ongoing QAD operations, the company identified targeted processes where repetitive manual activity created opportunities to improve efficiency, consistency, and maintainability.

Service Wire engaged Arista Consulting to support QAD Automation Solution implementation and related configuration activities. The goal was to reduce dependence on manual processing while creating a more streamlined and repeatable way for users to execute targeted QAD workflows.

THE SOLUTION

Arista Consulting worked closely with Service Wire to understand its AS and LPS requirements and translate those business needs into a practical QAD-based automation solution.

The team provided hands-on support across configuration, testing, troubleshooting, issue resolution, and implementation, as well as label design work.

By combining QAD functional and technical knowledge with implementation expertise, Arista Consulting focused on configuring the solution around Service Wire's specific process requirements rather than taking a generic consulting approach.

Arista Consulting remained involved throughout the delivery lifecycle, from requirements gathering and configuration through testing, troubleshooting, and implementation assistance. This collaborative, solution-oriented approach helped move requirements from discussion into a usable solution while adapting the configuration as implementation needs emerged.

“Arista's combination of QAD knowledge and hands-on implementation experience made them a valuable partner throughout the project. They took the time to understand our requirements, worked collaboratively through configuration and testing, and helped deliver an automation solution aligned with our operational needs.”

PROCESS EFFICIENCY

- Reduced repetitive manual processing across targeted QAD workflows.
- Streamlined process execution by minimizing the number of manual steps required from users.
- Enabled teams to devote more time to exception handling, analysis, and higher-value activities.
- Created a more repeatable approach for executing targeted business processes.

PROCESS CONSISTENCY AND CONTROL

- Standardized automation helped improve consistency across targeted QAD processes.
- Reduced reliance on individual user practices when completing routine activities.
- Fewer manual touchpoints reduced opportunities for manual-entry errors in affected workflows.
- Provided a configured and documented approach that is easier to support and maintain within ongoing QAD operations.

RETURN ON INVESTMENT

By increasing automation and reducing manual intervention, the implementation gave Service Wire a more efficient and repeatable way to execute targeted QAD processes.

The resulting operational benefits include lower routine processing effort, improved process consistency, greater capacity for higher-value work, and a more maintainable foundation for ongoing QAD operations.