



Ludowici Roof Tile

Client Success Story

Manufacturer of Architectural Tile Products Improves Order Processing Speed by 30%

Ludowici offers high quality terra cotta tile and is the premier choice for architects, homeowners and commercial projects.

Challenge

The Ludowici family of products include roof tile, roof accessories, floor tile, wall cladding, and solar shades. With more than 12,000 different products in their catalog, the possibilities of bringing new decorative ideas to fruition are endless. Once an idea became a project, the business had the challenge to create accurate bills-of-materials (BOMs) and routings with speed and accuracy.

For quote and order processing, Ludowici had to use spreadsheets, manually re-keying data into their Dynamics AX ERP system. The old process was both error-prone and time consuming, meaning that Ludowici's processes were not just costing money directly, but also keeping the company from realizing its full revenue potential.

After successfully upgrading from Dynamics AX to Dynamics 365 Finance and Operations, Ludowici turned to Microsoft AppSource to search for a Configure, Price, Quote (CPQ) solution that could replace their current spreadsheet-based quoting system.

CLIENT

Ludowici Roof Tile

PARTNER

Experlogix

PRODUCTS AND SERVICES

Microsoft Dynamics 365
Finance & Operations

CORPORATE DETAILS

For over 130 years, architects, homeowners, universities, commercial, and government clients have turned to Ludowici for uniquely beautiful architectural terra cotta products that stand the test of time. Crafted in New Lexington, Ohio, Ludowici products are infinitely customizable and carry a 75-year warranty. Ludowici clay tiles are of the highest quality available — chosen to adorn thousands of historic and newly built structures around the world.

COUNTRY

United States

Solution

“We needed a CPQ solution that could easily integrate and upgrade from our current version of Dynamics AX. We also needed to have the ability to accurately and dynamically create BOM’s and routes. This was the key-driver in our decision to go with Experlogix”, said Jeff Lucas, Director of Continuous Improvement at Ludowici. “This was vastly important to us because of our multitude of products and decorative configurations. It shortened the learning curves and increased our overall user adoption.”

Result

Experlogix CPQ has empowered Ludowici to become fully automated into Dynamics 365 Finance and Operations. And, given the complexity of their quotes, order accuracy has improved significantly. Since going live, they have seen an increase of 30% in order processing speed.

“With additional integrations and system updates forecasted for the near future, knowing that we have the knowledge and expertise of the Experlogix solution on our side gives me peace of mind”, said Lucas.

Lucas also stated, “Since day one, the overall quality and professionalism that I have received from the Experlogix staff has been phenomenal. It’s such a fantastic product, and their attention to detail and customer service are second to none. I couldn’t ask for a more positive experience.”



Want to learn more?

Speak with one of our experts.

Get Started



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