



Ludowici

Customer Success Story

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

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 was also burdened with having to use spreadsheets to manually enter and re-key data directly from spreadsheets into their Dynamics AX ERP system. This was not only prone to error, but also very time-consuming, with the potential for lost revenue and sales.

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

*New Lexington, OH
ludowici.com*

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.

Benefits

- Automate bill-of-material and manufacturing orders.
- Configure orders automatically – no opportunity for errors.
- Unique modeling workbench enable product managers and engineers to define component relationships that drive unique combinations of parts, materials, sub-assemblies, routings or lean schedules.

Products

- Microsoft Dynamics 365 Finance & Operations



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”, says 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”, says Lucas

Lucas also stated that “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 is second to none. I couldn’t ask for a more positive experience.”



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