

## Crystal Window & Door Systems Launches New Sales-Production Information System

**- Manufacturer Implements Major Enterprise-Wide Computer Platform -**

**FLUSHING, NY, August 10, 2016** – National manufacturer Crystal Window & Door Systems has implemented a new multi-million dollar enterprise-wide computer system. This next-generation platform manages the company's quoting, sales, production, delivery and other vital operations. The new system is in use at Crystal's headquarters and main production plant in New York. It is being phased in at Crystal's other production facilities and sales offices around the country in Pennsylvania, California, Illinois, Missouri and Ohio.



*Crystal Windows recently launched a new enterprise-wide computer system with many interactive and time-saving features, integrating quotations and order placement, inventory, production, shipping and accounting processes.*



*Crystal's online order entry portal, EZ-Crystal, allows qualified trained trade customers to enter orders directly.*

Over two years ago, Crystal initiated the development of a new computer system to integrate quotations and order placement, inventory, production, shipping and accounting processes. "Our prior system was state-of-the-art when it was first installed, and it has served us well for over a decade," said COO Steve Chen. "However, Crystal has grown so much in its 25 years of operation that we knew the current system would not be able to keep up. With technology evolving to allow more rapid, real-time information for the fenestration industry, we wanted to be able to offer this enhanced capability to our customers. Crystal decided to make the significant investment in a new system that would be able to grow with the company, remaining viable for many years to come."

The new system offers many features that improve order efficiency, accuracy, turnaround and flexibility. Customers can see up-to-the-minute product information and configuration options. Order status is easily checked in real time online. Clear, plain language quotation and

order documentation includes digital product illustrations for every line item and corresponding accessories are listed by opening. When required, shop drawings are automatically generated, improving accuracy and turnaround time. Production scheduling and delivery or pick-up confirmation are readily determined.

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Crystal's new system will also allow trained trade customers to develop quotations and enter orders directly through the online *EZ-Crystal* portal, speeding the time from quotation to order through delivery. "We are already working with several dealers training their staffs on our system, so they can log in and enter their orders right from their offices," said Steve Chen. "This interactive feature will greatly enhance the success of our dealers' businesses." Additional features, such as 3-D product image rotational capability, are in development for future implementation.

Crystal engaged the Soft Tech Group, which has created systems for many other fenestration industry leaders such as Kawneer, Graham, Comfort Line FiberFrame and Schuco, to develop the comprehensive system needed to integrate all of Crystal's operations. A 20-person team of Soft Tech programmers and dedicated Crystal programmers and IT specialists worked for two years to bring the new system to fruition.

"The front end of the system, what our customers see, covers product information, specifications, estimating, quotations, configurations and engineering," said Mason Wang, Crystal's Management Information Systems (MIS) Manager. "The back end of the system covers the business operations from sale to final delivery and billing."

Soft Tech's V6 software, the leading estimating and engineering software for the fenestration industry, was customized for Crystal and integrated seamlessly with its partnering software ContractERP by Access IT, specifically designed for the fenestration industry's business operations. New HP servers and networking hardware supplements the company's existing computer operations. The resulting system forms the most powerful platform yet for Crystal to accommodate its vast product line and sales growth.

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Crystal Window & Door Systems is one of the top 35 manufacturers in North America of replacement and new construction vinyl and aluminum window and door products and high-end fenestration systems. Crystal offers a full product line, rapid order-to-delivery times, quality workmanship, innovative product features, outstanding value, and an experienced and knowledgeable staff. Headquartered in New York, the company operates a national network of factories, branches, subsidiaries and affiliates in California, Illinois, Missouri, Ohio, and a new large Pennsylvania facility. For further information about Crystal and its products, call 718-961-7300, or visit the website at [www.crystalwindows.com](http://www.crystalwindows.com).