

HOW SMITH MYERS REPLACED A RISKY, OUTDATED ERP WITH ACUMATICA — ALL WITHOUT DISRUPTION



INTRODUCTION

Smith Myers is a UK manufacturer whose technology supports life-saving search and rescue operations worldwide. The business transitioned from their previous ERP to Acumatica Cloud ERP with the help of Applied Business. Crucially, the transition was delivered without disruption to day-to-day operations

We caught up with their Production Manager, Amanda Barker to discuss why the business made the change, how the implementation went, and the improvements that were delivered across production, traceability, and finance.

ABOUT SMITH MYERS

Smith Myers' main product line is Artemis, a search-and-rescue system used across platforms — from portable deployments to helicopters — helping locate and communicate with people via mobile devices during emergency response.

Smith Myers has earned a growing global reputation for specialist technology that supports critical rescue operations.

- A mission-critical product with real-world impact
- Platform flexibility (portable to airborne deployments)
- Increasing international adoption and recognition

ERP CHANGE AT A GLANCE

Challenges

- Replace previous ERP system
- Improve access
- Reduce compliance & infrastructure risk
- Modernise without disruption

Benefits

- Improved traceability & audit readiness
- Invoice corrections completed in seconds instead of manual rework
- Cloud resilience & remote access
- Real-time visibility of production costs across jobs
- Reduced paper handling via document storage

A PREVIOUS ERP THAT HAD BECOME A RISK

Smith Myers had used their previous ERP system for many years, but over time it had increasingly begun to restrict the business.

Key issues included:

- Limited user access created bottlenecks, slowing down operations as more people needed the system
- An unsupported platform increased compliance and security risk, putting the business in a vulnerable position
- Reliance on a single on-premise server meant a single failure could halt the entire operation
- Manual workarounds and admin-heavy processes were wasting valuable time across the business

At this point, the system wasn't just outdated — it was becoming a business risk.

THE SELECTION PROCESS: WHY ACUMATICA?

Smith Myers explored a number of ERP options, but prioritised a system that would support how they work – and evolve with them. Applied Business' long-term understanding of Smith Myers' processes proved critical to selecting the right platform and configuring it for real users across production and finance.

The key reasons Acumatica was selected were:

- It was configurable to match the business' workflows
- Improved visibility across manufacturing, inventory and finance
- Ability to support integrations (including CADLink)
- It is a modern cloud platform with regular enhancements and updates



"ACUMATICA KEEPS US MOVING FORWARD! IN THE OFFICE IT'S EUPHEMISTICALLY CALLED 'ACU-MAGICA' BECAUSE...WELL, IT'S MAGIC!"

AMANDA BARKER
PRODUCTION MANAGER
SMITH MYERS

THE IMPLEMENTATION: SMOOTH AND BUSINESS-FRIENDLY

Smith Myers approached the move to Acumatica with a clear priority: to keep the business running smoothly while the new system was introduced. Amanda explained that training took place while the team were still using the previous ERP, so by the time go-live arrived, as she put it, "we weren't experts, but we certainly knew which buttons to push and when."

The cutover itself was tightly managed—data was migrated over a single weekend, with the team effectively "handheld through everything that was going to change," including configuring key reports and documents, so the system felt familiar from day one of go-live.

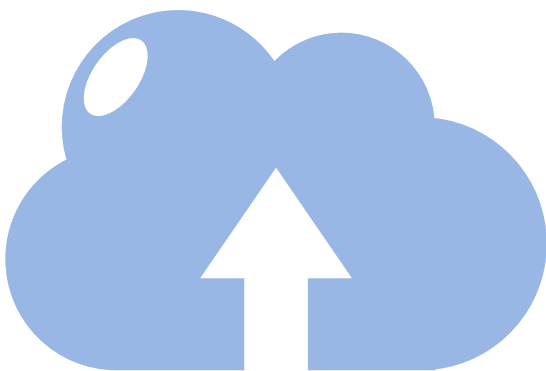
Despite understandable nerves and "sleepless nights" about the risk of change, **the transition didn't disrupt day-to-day work at any point**: "No, it didn't. Not at all. We kept going as normal. It was seamless." Within days, they were live and processing production orders and invoices, with responsive support on hand whenever questions came up, helping what could have been 'an unmitigated disaster' feel smooth and controlled.

THE NEED FOR THE CLOUD

Smith Myers needed a cloud-based system because their previous ERP left the business exposed to disruption and risk.

Amanda told us that if their on-premise server went down, they simply "couldn't access it... [and] we couldn't do anything as a company," and they'd already experienced an incident where the business was effectively offline for 48 hours.

By contrast, Acumatica remains available and accessible, so the company can still function – and, as she explained, "Cloud-based is so good because it's continually updated," helping them stay current and keep moving forward.



“IT JUST WORKS... WE WOULDN'T GO BACK.”

THE RESULTS - 'IT JUST WORKS!'

Since moving to Acumatica, Smith Myers have discovered that day-to-day work is simply easier.

Amanda described how processes that used to be “a whole heap of pain” are now quick to fix. She raised the example of invoicing: instead of reversing stock, raising credit notes and rebuilding paperwork, “you just correct the invoice... and hey presto, it's done.” The same applies in production – when requirements change, they can update orders cleanly rather than cancelling and starting again as was the case with their previous system.

Acumatica has also improved visibility and reduced reliance on a few key staff members. Amanda explained how “everybody in the company has a login” if they want it, and engineers can now look up BOMs, drawings and stock parts independently for themselves – and even transact components directly – instead of writing notes and leaving updates for later. Traceability is more visible too, making it easier to show batch usage and transactions when needed for quality purposes.

On the admin side, Smith Myers has benefited from cloud access and better document control. Accountants can work remotely, and orders can store POs, quotes and supporting files in the system rather than in paper folders. As Amanda put it, “Our confidential shredding has decreased significantly... Acumatica certainly saves trees!” Overall, her verdict after two years is clear: “It just works... it is bizarre that it just works, but it does. We wouldn't go back.”



TRANSFORM YOUR BUSINESS WITH APPLIED BUSINESS & ACUMATICA

Contact Applied Business, your trusted Acumatica UK partner, to explore how Acumatica Cloud ERP can revolutionise your operations like it did for Smith Myers.

Call: 01767 677071

Email: sales@appliedbusiness.co.uk

Visit Us: www.appliedbusinesscloud.co.uk