

# Cicon Engineering

Commitment to Quality and Customers



The team at Cicon Engineering handles every product need with ease, from consulting on design all the way through the production process.

Cicon Engineering is an ITAR-compliant, AS9100 Certified, supplier of cable harnessing for the military and aerospace industries. Established in 1988, Cicon started as a small cable shop geared toward military and aeronautical industry projects. Five years later, the talented team at Cicon were able to break into the space industry and establish a relationship with Prime Contractors.

As the company grew, it became evident that their current methods of tracking production and business processes were not keeping up with their high demand. Their previous ERP system, Made2Manage, was never fully implemented and was not comprehensive. Because of this, their data was scattered across various mediums -- Excel spreadsheets, databases, Word documents, PDFs, etc. None of these mediums are able to communicate with each other, leading to duplicated, mismatched, and outdated information.

The growth of Cicon Engineering required that these, and other issues, be solved as quickly as possible so the company's growth could continue. This is when Michael Rey, Program Manager at Cicon, took on the role of finding an ERP system that would meet their needs.

“We pride ourselves on quality and on-time delivery. Because our former ERP system could not keep pace with the work volume and complexity, it was important to find a system that could.”



**Michael Rey**  
Program Manager

It is well known that the aerospace and defense industries are required to have strict quality control standards. This means that, to qualify as a contractor, suppliers of any equipment and parts must meet certain standards. With the assistance of MIE Trak Pro, Cicon was able to meet and exceed quality requirements which allowed them to continue to pass their AS9100 audits with flying colors. Some of the MIE Trak Pro software features used by Cicon include Risk Assessment and Contract Clauses -- a feature built specifically for Cicon Engineering by the MIE Solutions Development Team.

Another important factor in their decision was the fact that MIE Trak Pro is an SQL-based platform. This meant that, in case Cicon needed to create their own custom scripts, SQL is a standard database

language that the team could learn. Other providers offered systems with proprietary code that would require additional training and support to learn well. Throughout implementation, the team held weekly and monthly update meetings on how training, workflows, and all internal processes would be managed for day-to-day operations. Within eight months of contracting with MIE Solutions, their system was fully implemented.

With MIE Trak Pro, the ROI has become evident. Orders taken from quote to production are now completed 30% faster than before, buying material can be done within two days of an order placement instead of a whole week, and tracking intra-department workflows went from folder/paper-based to 100% digital.

### Challenges

- The previous ERP system was never fully implemented
- Data scattered across various mediums
- Required to consistently pass AS9100 audits
- Duplicate data entries

### Solutions

- Research available applications to meet their business needs
- Continually working with MIE Solutions to refine processes and learn to utilize the system efficiently

### Value Added

- SQL database allows Cicon to create their own custom scripts as needed
- Orders taken from quote to production are completed 30% faster
- 100% digital tracking of intra-department workflow data

“I could write a novel about how our workflows have become more efficient as a result of having a full stack ERP for all departments.”

— Michael Rey, Program Manager

**Learn more about  
MIE Trak Pro**

[MIE-SOLUTIONS.COM/MIE-TRAK-PRO](https://mie-solutions.com/mie-trak-pro)

©2007 - 2019 All Rights Reserved. MIE Trak Pro™ and MIE Solutions™ are registered trademarks of Manufacturing Information Exchange Solutions, Inc.  
C:20190620//D:01



info@mie-solutions.com | mie-solutions.com | (714) 786-6230