A Nutech Systems Case Study

Built for Real-Time Results: Viking Yachts Streamlines Labor, Inventory, and POS with Integrated Data Collection

Nutech Systems

Company Snapshot – Viking Yachts at a Snap

Viking Yachts is an American luxury yacht manufacturer based in New Gretna, New Jersey, producing semi-custom sportfishing yachts and center console boats.

Viking Yachts has been operating with Infor SyteLine for over 20 years, and initially had it installed to assist with basic shop floor activities and bin replenishment.

Viking operates multiple shop floor areas across its facilities, requiring accurate tracking of inventory, labor, and purchasing activity.

As shop floor activity increased, Viking Yachts began to search for a solution that would integrate barcode data collection, eliminate paperwork, and assist with bin replenishment.

After evaluating several barcode data collection solutions, Viking Yachts turned to Viewpoint for Infor SyteLine.

Introduction to Viking Yachts

Viking Yachts was founded in 1964 by brothers Bill and Bob Healey in New Gretna, New Jersey, along the Bass River.

Since its founding, Viking has grown into a leading manufacturer of semi-custom sportfishing yachts, delivering thousands of vessels to customers worldwide.

Today, Viking builds boats at its New Gretna and Mullica facilities in New Jersey, with models ranging from approximately 28 to 90 feet. The company operates nearly one million square feet of manufacturing space, supporting a highly active and demanding production environment.

Primary Pain Points

Prior to implementing Viewpoint, Viking Yachts relied heavily on manual processes to manage bin replenishment across the shop floor. Inventory staff used master parts lists and physically walked through each Department, identifying items that needed to be replenished and writing quantities down by hand.

This process required employees to sort through a static master parts list, locate each item, and manually determine replenishment quantities. The information was then used to pick materials and later entered into SyteLine, creating a slow and disconnected workflow.

As production activity increased, this manual approach became more difficult to manage. With a large number of shop areas requiring frequent replenishment, the previous process introduced inefficiencies, inconsistencies, and increased reliance on manual entry.

In many cases, materials were received into inventory, stored briefly, and then picked again within a short period of time. This resulted in unnecessary handling, short-term storage issues, and added complexity to the overall replenishment process.

Viking had explored alternative solutions, including a previous data-collection system, but continued to experience challenges with reliability and system performance. Transactions would fail or become delayed, preventing the process from operating smoothly.

Without a more automated and connected approach, Viking recognized that these issues would continue to impact efficiency as operations increased. They set out to find a barcode data collection solution that could support a paperless replenishment process and integrate directly with Infor SyteLine and their third-party payroll system.

Discovering Nutech Systems & Viewpoint

Viking Yachts recognized that advancing their operations would require replacing their fully manual approach with an automated data collection solution. They initially implemented a non-Viewpoint system, but ultimately abandoned it due to frequent process breakdowns, validation errors, and overall reliability issues.

A few years later, the team revisited data collection and began evaluating several solutions that could support the bin replenishment process they had originally set out to implement.

During this evaluation, Viking found that most providers were focused on only applying their existing products and methodologies, often requiring Viking to modify how they handled bin replenishment across Departments.

This created a challenge, as Viking had already developed a process that worked effectively—not only operationally on the shop floor, but also from an accounting and costing standpoint.

Rather than introducing a new approach, their goal was to replace what they had previously built with a more reliable solution that could support their existing replenishment method, including scanning bins, replenishing to maximum levels, and integrating with SyteLine.

Pat Klevinsky, Viking Yachts' Warehouse Department Manager, was tasked with identifying an automated barcode data collection solution that could support this process.

While reviewing several options in early 2014, Pat was connected with Nutech's Project Leader & Software Analyst and was immediately intrigued with the Viewpoint product and the way Nutech was willing to adapt and work with Viking's existing workflow.

Nutech Systems took a different approach. Instead of prescribing a fixed solution, the focus was placed on understanding Viking's existing process and aligning the system to support how their team already worked.

"Of all the vendors selling barcode data collection at the time, Nutech was truly the only company that listened to what we wanted," said Pat. "Nutech basically asked us what we wanted to do and allowed us to explain exactly how we wanted to move forward with it."

This approach allowed Viking to implement a solution that matched their expectations and addressed the challenges they had encountered in the past.

It quickly became clear to Viking that Viewpoint was the solution they had been looking for. Rather than requiring them to change their process, it aligned with how they already operated and provided a reliable way to support their bin replenishment workflow—all supported by a knowledgeable and experienced team at Nutech Systems.

Bin Replenishment Workflow & Automated Purchase Orders

One of the primary processes Viewpoint supports at Viking is a two-phase replenishment workflow that begins on the shop floor and ends with a Purchase Order created in SyteLine.

Prior to implementing Viewpoint, replenishment at Viking was handled manually. Inventory levels were monitored on the shop floor, with maximum quantities listed on sheets used to assist shop floor employees with Department reviews.

At Viking, a Department is defined as a storage bin containing multiple inventory items, each of which may require replenishment.

This process depended on manual bin review and became less effective as production activity increased. In many cases, materials were received into inventory, stored briefly for only a half day or so, and then picked up again. This created extra handling and short-term storage problems that added inefficiency to the replenishment process.

Now, employees review Departments, count remaining inventory to determine replenishment quantity based on maximum level, scan the part number and required quantity on a handheld device, and repeat until each item in the Department is reviewed.

Once entered, Viewpoint organizes replenishment requirements and groups items by vendor. Rather than manually building a Purchase Order, the system automatically creates the Purchase Order within SyteLine.

These Purchase Orders are generated in a Planning status, allowing Viking's Team to review, edit if necessary, and then release the order. The setup work is already completed by Viewpoint, eliminating the previous need for a manual Purchase Order creation workflow.

By connecting shop floor replenishment directly to automated Purchase Order creation in SyteLine, Viking reduced manual effort, improved consistency, and ensured replenishment activity is accurately reflected in SyteLine.

"The Bin Replenishment enhancements that allow us to automatically send a purchase order from SyteLine to a vendor from the picking process and then have the vendor ship the product and direct the goods directly to a department are massive for us," added Pat.

This updated approach also helped Viking better align their replenishment process with the actual needs in production. Materials that once were received, stored briefly, and then picked up again shortly afterward are now managed more efficiently, reducing unnecessary handling and short-term storage issues.

Point-of-Sale Transaction Capture

Another added benefit that Nutech Systems and Viewpoint provided was a point-of-sale (POS) transaction capture.

Viking already had a working Service Request Order (SRO) process in SyteLine to support service work. However, that workflow was not designed to handle walk-in parts sales where customers wanted to purchase parts and pay on the spot using a credit card.

As Viking expanded parts sales to the public, the existing manual process became far too inefficient. Viking reps were forced to use SROs as a workaround simply to look up the cost of parts.

Pricing and margin were calculated manually, with a calculator, and quotes were written on paper. Customers then had to head upstairs to Accounting to pay and later return to the purchasing area to receive the parts. This process was time-consuming, manual, and inefficient for both Viking and the customer.

Viking wanted a true POS process designed specifically for their parts sales when customers enter the store. This included a pick list screen that displayed items, pricing, and total in real time, allowing staff to review and adjust orders with the customer instantly.

They also wanted to eliminate handwritten quotes, manual calculations, and unnecessary travel around the warehouse, all while ensuring all point-of-sale transactions flowed cleanly into SyteLine and in real time.

“So, we needed a solution for that,” said Pat. “We were handling it manually, but it was cumbersome, so we reached out to Nutech. Whenever we have an opportunity to make something better, we think about how Nutech will be able to assist us, so that great relationship building led to the implementation of our Point-of-Sale Transaction System.”

Using Viewpoint, Nutech implemented a dedicated POS workflow integrated directly with Infor SyteLine. Viewpoint provides the POS interface used by Viking staff, while SyteLine essentially manages the transaction in the background.

As a POS transaction is completed, Viewpoint creates a Customer Order in SyteLine, adds the appropriate line items, and allows the order to be processed and shipped through SyteLine seamlessly. Inventory is reduced in real time, and accounting entries are generated automatically.

The result is a true point-of-sale experience that allows customers to purchase parts and pay immediately via credit card. “The Point-of-Sale was great for us and a really good development. Nutech came on property, we worked through some things together, and we had that up and running in a fairly short period of time,” said Pat.

With Viewpoint, Viking replaced a manual, paper-driven parts sales process with a streamlined POS workflow, making the process faster and more efficient while eliminating manual workarounds. Each transaction now flows directly into SyteLine through Viewpoint, providing real-time updates to inventory, replenishment, and accounting.

Labor Transaction – Phase 1: Production of a New Boat

Viking Yachts operates in a highly customized manufacturing environment, building many boats simultaneously, each with unique buyer-selected options. With hundreds of parts per boat and large crews working across the shop floor, tracking labor accurately is essential to maintaining efficient production.

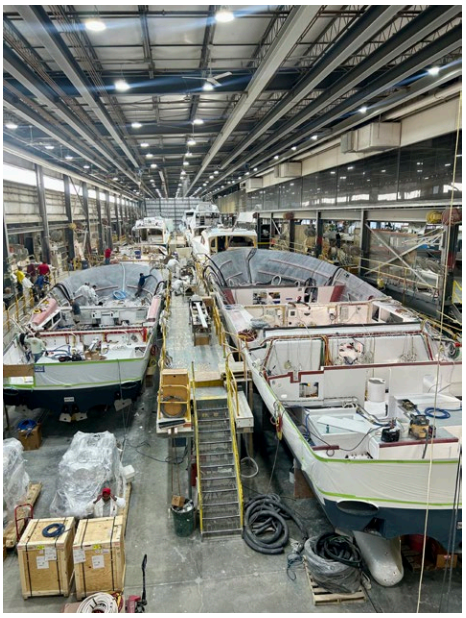
Prior to implementing Viewpoint, Viking relied on Excel spreadsheets, paper timesheets, and an outdated timecard system to record labor activity. These tools were difficult to manage and were not flexible enough to capture the frequent task changes that occur throughout the day. They also did not integrate well with SyteLine or their third-party payroll system.

At Viking, employees often move between different jobs, functions, or custom work that may not fall directly within a predefined assembly manual. As production activity increased, these manual methods made it challenging to track work accurately and consistently.

To address these problems, Nutech developed a flexible labor solution through Viewpoint that integrates directly with Viking's Jobs in Infor SyteLine.

With Viewpoint, employees are presented with jobs currently open in the system, ranked by priority, and can see all work relevant to their role on the shop floor. After selecting a job to work on, employees are also shown only the buyer-selected options associated with that specific boat.

Rather than using a traditional Bill of Materials, Viking operates with a "pseudo-BOM" that reflects the unique and complex customizations they construct for each yacht. Using this approach with Viewpoint ensures that employees focus only on the tasks that apply to the boat being built, reducing errors such as logging into the wrong job, the wrong operations, or selecting a BOM for a customization that was not chosen by the buyer.



"Viewpoint was able and willing to make an agile solution that integrated with our jobs out of SyteLine. The employees are presented with all the jobs that are open for them, they select the job to work on, and they are only presented with the bill of materials that pertain to that job," said Daniel Thompson-Rhodes, Viking Yachts' Industrial Engineer.

Because Viking has large crews working across many boats at a time, multiple employees can contribute to several jobs simultaneously. This made working with a simple start-and-stop timesheet workflow impossible. Instead, Viewpoint allows labor hours to be distributed across the appropriate jobs and functions, ensuring labor activity is captured accurately throughout the warehouse.

The labor system also follows a structured review process. Employees enter their labor information, including employee code, function, notes, hours worked, and job, where one job represents a single boat. Supervisors review the entries and return them if corrections are required. Lastly, managers perform a final review with the ability to approve, reject, print, download, and post entries to Infor SyteLine.

Once approved, the labor information is bundled and posted to SyteLine. Viking did not want all the granular labor detail stored in SyteLine, so Viewpoint summarizes the information and enters only the total hours recorded against each boat.

The detailed labor records remain stored within Viewpoint tables, allowing Viking to generate reports or extract information into Excel or other tools for deeper analysis. By posting labor summaries to SyteLine while retaining detailed information in Viewpoint, Viking reduces manual entry, minimizes errors, and maintains clear visibility of all labor activity—all completed with a single action through Viewpoint.

“Now we just push a button once all the hours are submitted, and they flow into SyteLine, and it’s all posted within 5-10 minutes,” said Daniel. “So, that’s a broad overview of how Nutech and Viewpoint assisted us with Phase 1 of the Labor Transaction.”

Labor Transaction – Phase 2: Service Orders & Custom Orders (SROs)

While Phase 1 of the labor process focuses on tracking labor for the construction of new boats, Phase 2 focuses on repair and enhancement work for Viking’s highly customized yachts. This type of work is managed through Service Request Orders (SROs) using Viewpoint.

An SRO does not always represent repair work. In many cases, it refers to an enhancement or upgrade requested for a yacht, such as installing a new railing or adding additional equipment. These service activities require the same level of accurate labor tracking in Viewpoint as new boat production.

Viewpoint supports this work by using the same labor entry process described in Phase 1. Employees record their time against the appropriate service order, ensuring labor activity for repairs or enhancements is captured alongside production work.

To support this workflow, step one was to integrate Viewpoint with Viking’s existing third-party payroll system. Nutech assisted Viking with synchronizing employee information, such as employee codes and department assignments, with the payroll system to ensure labor data remains consistent across both platforms.

This synchronization helps Viking avoid maintaining duplicate employee records in multiple databases. Employee information, including department assignments, is automatically updated through nightly synchronization with the third-party payroll system, ensuring labor data remains accurate and consistent.

The system also supports situations where employees assist with work outside their primary department. When employees contribute labor across departments or even locations, Viewpoint generates the appropriate transactions within SyteLine to reflect the movement of labor between those areas. This ensures that labor is accurately allocated across the correct jobs and departments without requiring manual adjustments.

The data is then posted into SyteLine through the Job Error Processing transaction, a key step in streamlining Viking’s labor tracking process. “It’s really just two pushes of a button now—one to post, and another to download the exceptions,” said Daniel.

Viewpoint additionally provides supervisors and managers with reporting tools that allow them to review labor activity by department or date range. These reports can be printed or exported for additional analysis.

By using the same labor tracking framework for both new boat production and service work, Viking gains consistent visibility into labor activity across the organization. Viewpoint provides the flexibility required for a highly customized manufacturing environment while keeping the workflow structured and aligned with Viking's existing systems.

Smooth Sailing Ahead

As Viking Yachts looks to the future, the main focus is on continuing to build upon the systems already in place. With a strong foundation already established, the team is exploring opportunities to further leverage Viewpoint, particularly in areas such as Customer Orders and labor tracking between the companies. "I think that would be a big game-changer," said Daniel.

There is also a growing emphasis on expanding mobile solutions within their operations. Viking is beginning to support more off-site service work with teams traveling directly to boats for repairs, taking care of parts on the fly, and capturing data in real time. This shift allows them to extend the same level of efficiency beyond the shop floor and on the road.

In addition, Viking is exploring how emerging technologies such as AI can assist with Viewpoint and everyday processes, including identifying patterns in replenishment activity and supporting better decision-making over time.

These initiatives, and others moving forward, will continue to follow Viking's approach of continuous improvement. "Just like our mantra of trying to build a better boat every day, we try to build a better system every day with Nutech," said Pat.

Through ongoing collaboration with Nutech Systems and the continued use of Viewpoint, Viking continues to refine and enhance their processes as their operations evolve, positioning them for continued success moving forward.

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