



## 2020 Customer Success Story

### **Indiana Furniture in Position for Era of Product Development Growth**

*Jasper, IN., July 25, 2014* – Indiana Furniture contracted with 2020 to implement an end to end business software solution. With the installation complete, Indiana Furniture is poised for an era focused on product development.

“This is an exciting time at Indiana Furniture,” remarked Mr. Randolph. “We are about to embark on an era of product introductions unseen in our 109 years of business!”

*Joe Randolph, Product Development Manager  
Indiana Furniture*

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With a company philosophy focused on flexibility and reliability, Indiana Furniture has implemented a new manufacturing operations management (MOM) system. By definition, MOM software integrates all facets of the business operations—from product design, order processing, manufacturing, and billing. After careful research, Indiana Furniture chose to partner with a long time industry partner, 2020.

2020 Insight was developed specifically for furniture manufacturers and delivers a comprehensive operations management platform to create a seamless flow of information from the sales order to the installation. “Implementing a management platform doesn’t happen overnight,” stated Bret Ackerman, President and CEO. “We started at the beginning, with the Order Entry process, and moved methodically through our operations bringing other departments on-line, one at a time, to ensure a smooth, invisible transition to the new system for our customers.”

“At 2020, we focus on understanding the specific functional and business requirements of the furniture manufacturing industry,” comments Mark Goldstein, CEO, 2020. “This allows us to develop 2020 Insight as a designed-for-purpose manufacturing operations management solution that provides innovative companies like Indiana Furniture the tools they need to grow their business and optimize their operational processes.”

“We work hard to create value through reliability,” explained Mike Blessinger, Vice President, Sales and Marketing. “A system like 2020 Insight allows us to have flexibility in manufacturing, while promoting reliability. This, in turn, will bring a higher level of profitability for our customers by increasing their competitive position in the market - not only through price - but with relevant products, built to order, each time, every time.”

The integration of the new system is now complete. With all facilities and departments running on 2020 Insight, Indiana Furniture is poised for a period of product growth and expansion. Leading the way will be newly appointed Product Development Manager, Joe Randolph. “This is an exciting time at Indiana Furniture,” remarked Mr. Randolph. “We are about to embark on an era of product introductions unseen in our 109 years of business!”

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## About Indiana Furniture

Indiana Furniture, headquartered in Jasper, Indiana for over a century, is committed to providing our customers with office furnishings of the highest standards in quality and craftsmanship. Through advanced information systems and state-of-the-art technology, our company delivers a wide range of environmentally conscious products, styles and sizes at competitive prices. To learn more, visit [www.IndianaFurniture.com](http://www.IndianaFurniture.com)