



Glines & Rhodes Achieves Company-Wide Real-Time Data Visibility

Industry

Precious Metals

Challenge

Slow settlement process and limited visibility into the business

Solution

PM Refining ERP Software

Results

Improved productivity
Ability to share critical data to enhance decision making

Established in 1915, Glines & Rhodes, Inc. specializes in the refining and recycling of precious metals. The company operates a state-of-the-art refining facility in Attleboro, Massachusetts where it recovers value from materials containing gold, silver, platinum, palladium, rhodium, iridium and ruthenium. Glines & Rhodes is one of the most tenured refiners in North America. As the need for its precious metal refining services spread from jewelry into other marketplaces such as medical, industrial, and gold buying, the company expanded its services. Today, Glines & Rhodes is a one-stop refiner, delivering fast, accurate and reliable returns, flexible settlement and trading options, and the ability to recover the maximum precious metal scrap value possible for its customers.

“We would certainly recommend the PM Refining ERP software to anyone looking to improve their staff’s efficiency and customer service. The software is very user friendly and easy to navigate. CAI knows the software so well that there is no problem that they can’t handle.”

Ryan Crowell
Executive Vice President Glines & Rhodes, Inc.

Challenge

Highly customized but extremely antiquated legacy software was lacking in key areas and becoming difficult to navigate.

Enterprise-wide Data Visibility

Staff can connect and share financial, technical, and operational data to improve decision making.

Faster Customer Settlements

The settlement process is quick and easy and processing time has been more than cut in half.

Intuitive User Interface

PM Refining ERP is based on Microsoft's® user friendly Dynamics™ 365 Business Central software.

Solution

PM Refining ERP helps Glines & Rhodes streamline refining services, lot control, settlements, payments, and other processes. The company can create production orders and track the movement of materials through the refining process, including receiving, vault, fire assay, wet chemical analysis, and other work centers. Glines & Rhodes can settle accounts using current metals pricing or an agreed-upon fixed price, and can factor in gross and refined weight, refining charges, assay fees, advances, freight, and other charges. The software also helps the company gain control over variable metal costs with hedging capabilities to cover metals exposure within each transaction.



“We’re able to look at information in real-time. Our settlement process is quick and easy and we’ve cut settlement time by more than half. We couldn’t be any happier with our decision to implement CAI’s solution.”

Ryan Crowell
Executive Vice President
Glines & Rhodes, Inc.

Results

More efficient and profitable customer settlements.

Real-time visibility into metals position and location at all times.

Ability to share financial, technical, and operational data for sound, rapid decisions and quick response to changes.