

New England Tubing Technologies announces the launch of a new ERP system, January 2020

Dear Customer,

As part of our commitment to providing the highest level of overall customer satisfaction in the custom medical and industrial extrusion industry, in recent months New England Tubing Technologies has been working on the implementation of a new fully integrated ERP (Enterprise Resource Planning) system. We look forward to working with you in the future in a more capable, integrated, and responsive environment. We are proud and excited to implement this new system in January 2020.

Being one of the largest technology infrastructure investments to date, this implementation represents the dedication to continuous improvement and growth of New England Tubing Technologies. A project of this magnitude signifies our commitment to our customer's overall satisfaction and continued success by improving our internal processes, documentation, and efficiencies.

Most of the changes resulting from this ERP upgrade will be transparent to our customers. We have made every effort to eliminate or minimize disruptions. While our ERP system is changing, our core values of providing superior product with the best customer experience in the industry has not. We recognize that with a transition of this size, some issues may arise. We are fully committed to addressing any and all concerns and appreciate your cooperation and patience during this transition.

Our internal teams have spent a significant amount of time and effort testing the new system, verifying data integrity, and smoothing process flows. All internal teams have gone through extensive training and are here to help if you have any questions. We are committed to making the ERP launch a smooth transition, so please do not hesitate to contact our Sales Department if you experience any issues.

Thank you for your continued support,

New England Tubing Technologies