



Glines & Rhodes, Inc. Selects CAI for Company-wide, Real-time Visibility of Operational, Technical and Financial Data

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. Celebrating its one hundredth anniversary in 2015, 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.

Specializing in the Recovery of High- and Low-grade Materials

Glines & Rhodes provides recovery services of higher grade materials from manufacturing or R&D processes, including metal clippings, grindings, stampings, over-runs and obsolete inventory as well as lower grade material from floor sweeps, filters, sludge, rags, wipes, buffing dust, embedded components, and empty solder or brazing tubes and canisters. The company can also recover materials generated from machines that cut, lathe, polish, grind, use or manipulate precious metals and can handle tons of material at one time.

Glines & Rhodes utilizes a range of analysis methods, including X-ray fluorescence, Inductively Coupled Spectroscopy (ICP) and fire assay, and has invested in modern and traditional refining technologies and equipment to



ensure the most reliable and accurate results.

In addition, unlike other vendors that send scrap to third-party companies for melting, incineration and diamond recovery, Glines & Rhodes recovers customers' scrap in its secure facility—streamlining the costs and turnaround time and ensuring complete control and accuracy.



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"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."

CAI PM Refining
SOFTWARE

Exhaustive ERP Software Search Lead to CAI's PM Refining Solution

Ryan Crowell, Executive Vice President at Glines & Rhodes said, "For years we had been working with and maintaining a highly customized but extremely antiquated DOS-based software system, green screens and all, that was barely getting us by and difficult to navigate. It was time for a change."

"We initiated a pretty exhaustive search and spoke with a lot of people in the industry to see what our options for more contemporary software would be. The effort led us to CAI. After an initial meeting with the consultants at CAI to review our scrap generation process and discuss the shortcomings of our current software as well as additional 'must-have' capabilities in a new system, I felt confident that CAI knew their stuff. Then, after our first look at the PM Refining ERP solution, we knew immediately that we had found what we needed to run our company."

Crowell continued, "Out-of-the-box, the software included 90 percent of the features we had enjoyed in the legacy solution. All of us can connect and share critical financial, technical, and operational data which helps us make sound decisions and respond quickly changing requirements. With the majority of our company on the PM Refining solution, we're all able to look at information in real-time. Our settlement processing time has been more than cut in half. The settlement process is quick and easy. We couldn't be any happier with our decision to implement CAI's solution."

Top-shelf Service from a Partner with a Solid Reputation for Support

Chris Medeiros, Vice President of Finance and CFO at Glines & Rhodes added, "CAI's support has been absolutely fantastic. Whenever we've questioned how to handle a specific situation in the system, CAI has always been very quick to respond to emails or phone calls. They identify every problem and address it as quickly as possible. CAI has been working in the industry for more than a decade, servicing the IT needs of some of the largest and most well-respected companies in the precious metals industry. We know we're in excellent hands."

About PM Refining ERP Software

PM Refining is tried and tested ERP software that provides precious metal smelters, full-blown refiners and manufacturers of PM-based engineered products with a simplified, integrated foundation for more control and rapid, real-time visibility into their business. Based on Microsoft Corporation's® industry-leading Dynamics® Software, PM Refining provides a host of capabilities including production management, lot control, settlements, contracts, inventory management, payments, hedging, business intelligence and an integrated accounting application.

"We would certainly recommend CAI and 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, and the coding behind it so well that there is no problem that they can't handle."



About PM Refining

Designed specifically for the precious metals refining industry and developed in collaboration with leading precious metals refiners, smelters and e-scrap recyclers. PM Refining is based Microsoft's Dynamics, a fully integrated, multi-lingual and multi-currency ERP solution designed for small to mid-market and installed at more than 300,000 companies in 42 countries. Dynamics gives businesses complete control over their core business processes, the precision to perfect their supply chain and the insight that their employees need to perform their best.

To find out more, call 800.422.4782 or visit www.caisoft.com/pmmfg.

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