

# Driving Strategic Transformation: The Overhead Door Corporation GCC Story

## The Customer

Since 1921, Overhead Door Corporation has led the way in access solutions—serving residential, commercial, industrial, institutional, and transit facilities with innovative vehicular, pedestrian, and electronic access control systems. Headquartered in Lewisville, Texas, and operating as a subsidiary of Sanwa Holdings Corporation, Overhead Door Corporation built its reputation on invention, quality, and service. To drive scalability and competitiveness, the company built their Global Capability Center (GCC), a strategic hub for digital transformation, operational efficiency, and data integrity. This case study highlights how the GCC empowers Overhead Door Corporation to streamline enterprise programs, automate processes, and build a secure, future-ready infrastructure for sustained growth and excellence.

## The Challenge

In 2011, Overhead Door Corporation recognized the need to modernize and unify its core business systems across a broad North American network of manufacturing plants, sales centers, install and service locations, and distribution hubs. The digital transformation journey included the following key priorities:

- **System Modernization:** Move business functions and manufacturing operations to a modern ERP platform.
- **Data Integrity and Timeliness:** Deliver complete, accurate, and timely analytics and business reports essential for data-driven decisions.
- **Efficiency Bottlenecks:** Identify solution for high-volume operational and maintenance tasks that consumed excessive time and resources, limiting the focus on strategic growth.

## The Solution: Launching the GCC

To drive greater value, efficiency, and productivity, Overhead Door Corporation made a transformative decision to consolidate capabilities from multiple service providers into a Global Capability Center (GCC). The GCC's mission: deliver technical and functional support for the company's largest digital and operational programs, ensuring successful deployment, stabilization, and ongoing support of enterprise-level applications, data, and infrastructure, with expectations to expand the GCC beyond Information Technology capability areas.

### Key Focus Areas of Impact:

- Accelerated Program Delivery: The GCC supported ERP platform implementation and go-lives at major sites, ensuring smooth transitions and stable operations.
- Process Automation and Optimization: The team streamlined financial and operational processes, dramatically reducing manual efforts and boosting efficiency.
- Infrastructure and Data Stability: By improving system performance and strengthening security, the GCC ensured a reliable operating environment for the entire business.

## GCC Impact: Scalability & Trust

The GCC's consistent, high-quality support built a strong technical foundation, boosting plant efficiency, speeding up field service, and ensuring stable operations.

### Enterprise Program Success:

- Core ERP Rollouts: The GCC played a pivotal role in implementing and stabilizing the ERP platform at manufacturing plants and sales centers, enabling unified, scalable business processes.
- High-Volume Stability: The team managed a continuous flow of change requests, development work, incidents, and service requests, maintaining overall stability of the enterprise application environment.
- 24x7 Service Desk Enablement: By extending the team with the GCC, Overhead Door Corporation established continuous, 24x7 Service Desk coverage. This global support model ensures that critical incidents, service requests, and operational needs are addressed promptly at any time, enhancing business continuity and user satisfaction across all locations.

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## GCC Impact: Scalability & Trust (cont.)

### Business Efficiency and Agility:

- Process Acceleration: As part of a broader initiative to modernize operational workflows, manual, time-consuming processes were reimaged through automation and performance tuning. A notable example includes a collaborative effort with the GCC team to reduce a legacy manual effort to a streamlined automated process—demonstrating the scale of efficiency gains and the impact on business agility.
- System Performance Gains: Performance tuning reduced run times for key business programs, boosting user productivity and transaction processing speeds.
- Enhanced Customer Experience: Automation and integration of dealer order processes and real-time order information improved customer service and order confirmation communications.

### Reliability Business Intelligence:

- Timely Decision Support: Centralized monitoring and performance tuning reduced data load times for enterprise analytics, ensuring leaders receive accurate, timely reports for decision-making.
- Data Integrity: Large-scale data conversions and standardized reporting contributed to a more reliable and trustworthy dataset across the organization.

### Infrastructure and Security Foundation:

- Hardened Security: The GCC mitigated high-risk vulnerabilities in the Windows environment and upgraded networking hardware, ensuring a secure and modern operating environment.
- Future Readiness: Application patching, database upgrades, and architectural preparation positioned the core ERP environment for future cloud migration and technology enhancements.

## Strategic Outlook

Overhead Door Corporation's investment in their Global Capability Center has been successful, establishing a foundation for future growth and expansion into additional capability areas across the business. With unified systems and advanced automation, Overhead Door Corporation is ready to capture new opportunities, respond quickly to market shifts, and deliver outstanding value for years to come.

## Key Takeaways

**24x7** Service Desk Coverage

**6** Number of Capabilities in Flight in Year 1

**95%** Retention Rate in Year 1