

JOWA Customer Success Story



JOWA USA, Inc. was founded in 1965 by a couple of MIT engineers after developing an innovative way to measure liquid level in tanks. Headquartered in Littleton, Massachusetts, they continue to provide the technology and now also supply oily water separators, oil discharge monitoring control systems and fresh water treatment equipment for the marine industry.

JOWA USA came to Crawford Software in 2021 looking for an experienced partner to upgrade their Epicor ERP system data, configurations and reports into their upgraded ERP system and help them with ongoing support. They were looking for a company with more responsiveness on this critical portion of the upgrade, they wanted to work with a company that understood their business and who they trusted knowing they would be working very closely with them.

Crawford Software was able to partner with JOWA USA and offer our expertise as an authorized partner with Epicor. Crawford Software's authorized Epicor team was able to leverage templates from Epicor while implementing customizations with JOWA USA in a timely manner.

JOWA USA continues to choose Crawford Software after over 2 years of partnership because of their open communication, quick resolution, and ERP specialist that are always available when needed. "We are very satisfied with the work Crawford Software has done for us," Berndt said.

"The project went smoother than I expected. We hit our go live date target and manufacturing was up and running without missing a beat."

Berndt Bittner; JOWA USA, Inc.

Crawford Software always strives to offer complete customer satisfaction and with our team of highly experienced ERP consultants, we can deliver. We average over 20 years of manufacturing and manufacturing software experience per consultant, and you can count on us to bring you a straightforward, timely, within budget, no nonsense approach to your project too.