INNERGY™

CUSTOMER CASE STUDY

Three Programs Down to One: How MJR Woodworks Is Rebuilding Its Engineering Workflow on INNERGY Engineering

"I don't see any reason to keep our old software when Engineering is going to have virtually the same tools. And even more."

SHAWN HAMMOND, ENGINEERING, MJR WOODWORKS

COMPANY	MJR Woodworks
LOCATION	Apopka, Florida (west of Orlando)
OWNERSHIP	Matthew and Jason Ryan
WORK	Cabinetry and architectural millwork, fabricated and installed in-house
PRODUCT	INNERGY Engineering

Executive Summary

MJR Woodworks, a custom cabinetry and architectural millwork shop in Apopka, Florida, has run its engineering on three separate programs: a legacy CAD/CAM package for standard casework, a standalone CAM tool required to post to an older CNC, and a general-purpose 2D drafting program for anything the primary tool cannot handle.

For Shawn Hammond, who leads engineering at MJR, the cost of that arrangement shows up as crashes on custom work, degraded speed on large jobs, files that only one person can occupy at a time, and a re-cut loop that pulls him out of his own work four to five times a day.

MJR is now implementing INNERGY Engineering, our cloud-based 3D CAD/CAM platform for woodworkers What Shawn can already report is an on-site event that produced a full cabinet cut and assembled through INNERGY Engineering, product changes shipped within days of the INNERGY team watching him work, and a support model where he emails a person instead of opening a ticket.

Background: Fifteen Years, From the Laminating Table to the Engineering Seat

Shawn Hammond started at MJR Woodworks laminating parts. Within about a year and a half he was running the shop. Ten years ago he moved into the office, and today he focuses on the engineering side: the parts, the optimizations, and the programs that drive the CNCs. MJR, owned by Matthew and Jason Ryan, fabricates and installs its own work.

Like most shops, MJR built its engineering stack by addition rather than design. A capable CAD/CAM package handles standard casework. A standalone CAM tool stayed on the books because it holds the post for the shop's older CNC. A general-purpose 2D drafting subscription filled the gap for custom geometry the primary tool fights. Each program solved a real problem when it arrived. Together, they created a fourth one.

The Challenge: A Toolset That Resists Custom Work

On straightforward casework, MJR's legacy engineering software does the job. The trouble starts the moment a project stops being straightforward.

- **Crashes on anything custom.** Standard cabinets run cleanly. Anything requiring real changes to a part tends to end in a crash rather than a solution.
- **Unforgiving tolerances.** A part sitting ten-thousandth of a millimeter out of position comes out with no machining applied at all.
- **Speed that degrades with job size.** Performance falls off on exactly the large projects where the schedule can least absorb it.
- **One person per job.** Splitting a large project across two drafters means separate files and a merge at the end.
- **A re-cut loop that runs through one person.** When a part is damaged on the CNC, the operator must notify Shawn, who stops what he is doing, opens the file, re-optimizes, and sends the part back out. This happens four to five times a day.
- **Three programs to maintain.** Three sets of quirks, three upgrade paths, and a hand-off between tools every time a job stops being ordinary.

> "Mostly the crashing, and the speed is extremely slow on larger jobs."
>
> **SHAWN HAMMOND, MJR WOODWORKS**

The Solution: Why MJR Chose INNERGY Engineering

Shawn was not shopping for a feature list. He evaluated INNERGY Engineering against the four things his current toolset costs him.

- **Concurrent work in a single job.** Multiple people can work inside the same job at the same time, with changes visible to everyone. MJR has been running far enough ahead of schedule that they have not needed this yet, and Shawn is clear-eyed about that. The value is what happens on the off chance that they do, or when one area of a job needs revision while another is already clean and ready to run.
- **Access that is not tied to a workstation.** Shawn can unblock the floor from a laptop instead of driving in.
- **Native 3D for custom work.** Shawn expects to draw and extrude the custom geometry that currently forces him into a separate program, in the same place as everything else.
- **Role-based access for the shop floor.** A CNC operator can be given permission to see an optimization and re-cut a single part, with no ability to change anything else.
- **A support model built on people.** Direct access to named people on the INNERGY team rather than a ticket queue.

> "You can have multiple people in the same job at the same time, and everything is updated instantly."
>
> **SHAWN HAMMOND, MJR WOODWORKS**

The consolidation case is the one MJR's owners will feel. INNERGY has already written the post for MJR's newer CNC. The 2D drafting subscription becomes redundant the moment custom geometry can be modeled natively, and it has no 3D capability to lose.

The Implementation: Deliberate, Parallel, and Machine-Gated

MJR is not doing a rip-and-replace, and we are not asking them to.

Key strategies:

- **Run both systems side by side.** Everything continues through the current toolset while smaller jobs also go through INNERGY Engineering, with the legacy file kept as a backup.
- **Start with smaller jobs on purpose.** Running a job twice is realistic on a small project. A surprise costs hours instead of a delivery date.
- **Keep the legacy license as a safety net.** MJR expects to have its current software available for at least a year after INNERGY Engineering is fully up and running. We would rather a shop have that net than not.
- **Three full seats, plus limited shop access.** Three people with full access, and at least one CNC operator with view-and-re-optimize rights.
- **Let machine readiness set the pace.** First live jobs are gated on the drill-and-dowel machine, expected to get underway shortly.

Early Signals: What MJR Can Already Report

Three things have happened that do not depend on go-live.

- **A full cabinet cut and assembled.** An on-site INNERGY team visit at MJR produced a complete cabinet cut and assembled through INNERGY Engineering. The shop was ecstatic about it, and it followed an earlier session where the first part was cut.
- **Product changes shipped from watching real work.** A large portion of the INNERGY team spent time on MJR's floor watching Shawn work through his actual daily process rather than a demo version of it. Changes landed almost immediately.
- **Support that answers.** Shawn emails named people and gets a response the same day, instead of filing a ticket and waiting on a queue.

> "A large portion of the team came to our shop, and just to see how quick they could implement changes from watching me work through my daily process, they added stuff instantly."
>
> **SHAWN HAMMOND, MJR WOODWORKS**

The Expected Impact

Efficiency gains Shawn expects:

- **The re-cut loop off one person's desk.** Four to five interruptions a day, handled by the operator who found the problem.
- **Two people in one large job.** No file splitting, no merge at the end, and revisions in one area without holding up another.
- **Three programs down to one.** Custom geometry, standard casework, and machine output in the same platform.
- **Fixes from anywhere.** A laptop and an internet connection instead of a drive to the shop.

Operational shifts to watch for:

- **From queue to conversation.** An improvement request that goes into the ideas community, gets voted on by other shops, and comes back as shipped software.
- **From gatekeeper to engineer.** Shawn spending his day on engineering rather than on re-optimizing parts other people are waiting on.

> "I like knowing that if I'm gone somewhere, I can turn my laptop on and fix something right away, no matter where I'm at."
>
> **SHAWN HAMMOND, MJR WOODWORKS**

Looking Ahead: What Happens Next at MJR

- **Go live.** First production jobs once the drill-and-dowel machine is in place.
- **Retire the second CAM tool.** Contingent on the post for the older CNC.
- **Put view-only 3D in the shop's hands.** Shawn wants a builder facing a custom cabinet or an unusual assembly to be able to see how it goes together instead of asking. That request is with our product team.
- **Measure it.** We will follow up with MJR in six months and publish what actually changed.

Lessons Learned (So Far)

1. **Parallel running is cheap insurance.** Keeping the old system live on small jobs costs a little duplicated effort and removes almost all of the downside risk.
2. **The bottleneck is often an access level, not a feature.** MJR's single biggest expected time saving comes from letting the right person do a small thing, not from new capability.
3. **Watch the work, not the demo.** The fastest product improvements at MJR came from sitting next to someone doing their real job.
4. **Machine readiness sets the pace.** Software can be ready before the shop is. Plan the rollout around the equipment, not the license.
5. **Count the whole stack.** The cost of a legacy tool is rarely one line item. It is the second tool that exists to cover its gaps, and the third one that posts to the machine it cannot reach.

Conclusion

MJR Woodworks is not yet a results story, and we are not going to pretend otherwise. What MJR is, right now, is a shop that has looked hard at the real cost of three overlapping programs and decided to consolidate, carefully, with a backup plan and a realistic timeline.

Shawn Hammond's list is short and specific: stop the crashing, get more than one person into a job, get the re-cut loop off his desk, and stop paying for tools that exist to cover for each other. Those are the things we will measure in six months.