



Improved Communication with Contract Manufacturer Results in 0% Out-of Rev Product Development

Customer

Founded in 2000, and one of Omnify Software's first customers, Acme Packet, Inc. is the leader in session border control solutions. Acme Packet enables the delivery of trusted, first class interactive communications—voice, video and multimedia sessions—and data services across IP network borders. Their Net-Net family of session border controllers, multiservice security gateways and session routing proxies supports multiple applications in service provider, large enterprise and contact center networks—from VoIP trunking to hosted enterprise and residential services to fixed-mobile convergence. Acme Packet's products have been selected by more than 500 customers in 85 countries, including 29 of the top 30, and 84 of the top 100 service providers in the world.

Challenge/Situation

Controlled product design processes for growing start-up

Just a year and a half into their venture, Acme Packet realized the need to establish a component information database and part numbering system. It also became necessary to implement a revision control process utilizing electronic Engineering Change Orders (ECOs) so they could be assured that all information being sent to contract manufacturing was correct and executed in the most efficient manner.

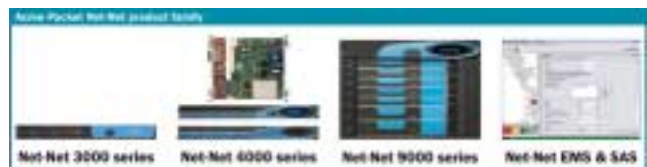
“The major issue for us was accurate and flexible control of our parts inventory as the product was being designed,” said Steve Norton, Vice President of Engineering at Acme Packet. “We were using Microsoft Access as our database control application. It was very inflexible and required a lot of effort internally to modify the data entry as our needs evolved.”

The application also lacked security and tracking attributes. Acme Packet was unable to give database access to their Contract Manufacturer (CM) without passing the entire file off to them. Anyone could add and edit information and all ECO updates were being entered manually. “As a start-up, our IP was something we coveted pretty closely and we wanted to have a tool that would provide a secure connection among ourselves, our CM and our partners. We wanted to have a secure access for them to see our database in real-time,” continued Norton.

Key Benefits

- Communication and Efficiency
 - Shortened ECO cycle through streamlined communication
 - 0% out-of-rev. product development with CM partner
 - Fast implementation (fully operational within 3 days)
 - Engineering resource and time-savings
 - Able to focus on core competencies
 - Decreased product cost and development time
 - Decreased time-to-market
- Flexibility and Scalability
 - Business-ready system with open integration platform
 - Seamless interface to EDA environment, **Mentor Graphics ViewDraw and DxDatabook**
 - Seamless interface to ERP system, **Infor ERP Syteline**
 - Scalable solution to adjust to Acme Packet's growing product offering and user base

Acme Packet Net-Net product family



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Customer Goals

Searching for a PLM solution: Increase Efficiency and Productivity at the Right Price

Acme Packet was looking for a Product Lifecycle Management (PLM) system that would increase efficiency and productivity at the right price. As a new company, they did not have the budget for a six-figure PLM tool. Acme Packet needed to focus on their core competencies and could not dedicate resources or time to an application requiring constant maintenance. They wanted tracking capability that would allow them to enter new data once and have it automatically updated throughout the design and supply chains, the ability to define secure user roles and privileges and be able to reference these actions in a revision history report. Compatibility was also critical. The product would have to seamlessly integrate with their hardware design environment, **Mentor Graphics DxViewDraw™ and DxDataBook™**, allowing them to import the existing database without compromising the data.

Just as critical was implementation time. This system had to be installed and operational as fast as possible. In addition, the product would have to have the capacity to scale and adjust with their growing product offering and business processes. They needed to add parts to the database as the design began to form and mature and this mandated a tool that could be upgraded easily and affordably.

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-Steve Norton, Vice President of Engineering, Acme Packet

Omnify Solution

Meeting the needs of a start-up

Omnify delivered a business-ready PLM system that included business schemas, Bill of Material (BOM) manager and an ECO manager at an affordable price for a start-up. This eliminated the need for programming or maintenance. In addition, the Omnify Product Suite included a seamless interface to Acme Packet's design environment that provided greater efficiencies for part data management and queries. With Omnify's secure database attributes and user defined roles and privileges, Acme Packet was able to improve communications and collaboration with their CM and their entire design and supply chain.

“Omnify gives us a unified ECO messaging mechanism. When we write an ECO, we inform everyone; Operations, Engineering and our CM,” says Norton.

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Benefits of a Scalable Solution

Acme Packet has been using the Omnify PLM solution from start-up to IPO. As Acme Packet has grown, the Omnify system has scaled to accommodate the growing number of users. Since the initial implementation in 2000 with a handful of users, to 2009 with over 350 employees in 23 countries, Acme Packet has used Omnify as one of the key systems which act as a backbone of their manufacturing operations. Acme Packet is currently using Omnify's latest product, Empower PLM.

CUSTOMER SUCCESS

“We need to make sure that we remain up to date with the latest and greatest versions of systems that are supported by our systems providers”, stated Greg Parke, Senior Manufacturing Engineer for Acme Packet. “Acme Packet upgraded to Empower for a number of reasons. First and foremost, we felt that the change in architecture to the .NET framework would give us some performance enhancements given the growing number of users and we also saw benefit to the added modules, specifically the quality and training modules.”

As an ISO registered company, Acme Packet must have document review cycles on a regular basis. With the functionality provided in the new Training Management module, Acme Packet is able to set up Training Items on documents to ensure compliance to the standard and to make sure their processes are documented properly.

In addition to the direct link to DXDatabook that Acme Packet has had since initial implementation, they have since integrated Omnify with their ERP system, **Infor ERP Syteline**, so that Omnify acts as the master for all of their product data where all changes are made in Omnify and pushed to Syteline. They have also linked their LabView-based test system to Omnify so they can verify the latest revision of modules during the test cycle.

Customer Success

Focus on core competencies while decreasing costs and development times

The result of implementing Omnify PLM is a truly efficient product lifecycle management system, providing Acme Packet with increased productivity and effective communications. With Omnify in place, Acme Packet is able to focus on their core competencies while decreasing their costs and development times and most importantly, shortening their time-to-market.

Omnify’s unified messaging capability has helped Acme Packet to greatly reduce their ECO cycle. The time it used to take to search for information is far less. Previous to the installation they would have to have Microsoft Access and their design tool running simultaneously and toggle back and forth. “It’s much easier to scan through a parts database now,” explains Norton. “With the direct link to DxDatabook, the design engineers have the parts database at their fingertips while the design is in process.”

Shortening the communication cycle with their CM partner and increasing its efficiency has reduced Acme Packet’s time-to-market and helped them meet their product development goals. “There has been an amazing improvement!,” continued Mr. Norton. “It has virtually eliminated daily phone calls to resolve parts discrepancy issues. Now the energy between us and the CM can be focused on addressing parts deliveries.”

The benefits of leveraging a scalable PLM solution like Omnify are quite evident in Acme Packet’s continued market success and ability to adapt the Omnify solution to meet their changing needs from Start-up to IPO.