

August Electronics

EMS Provider Improves Communication with Customers

Customer

August Electronics

is a leading Electronics Manufacturing Services (EMS) provider with headquarters in **Calgary, Alberta, Canada**. They have a distinguished and long-standing track record of customer satisfaction and productivity, as shown by their yearly recognition in Profit magazine's PROFIT 200 – Canada's top 200 fastest growing companies. As a ISO 9001:2008 Certified company, August Electronics is committed to a philosophy of continuous quality improvement. When combined with strong work ethic and a core of quality training for their personnel, they consistently exceed their customers' expectations, setting them apart from their competitors.



Challenge

Managing Customer Bill of Materials (BOMs)

As an EMS provider, August Electronics receives product/Bill of Material (BOM) information from customers in various formats including emails, spreadsheets and even phone calls. Without an electronic system in place to track and manage this information, August would run into issues with duplicate data and wasted time spent searching for information. Their existing Enterprise Resource Planning (ERP) system did not keep a history of any change/Engineering Change Order (ECO) process and did not have the capability of storing and controlling documents. This made it difficult to gather all of the support documents needed with regards to Engineering Change and Document Control.

Solution

The company set out to find a software solution to electronically manage their BOMs, keep track of Engineering Change history, provide document revision control and integrate with their ERP system. August Electronics selected the Empower PLM solution from Omnify Software based on a recommendation from their ERP vendor. Omnify Software is an **Aptean Intuitive ERP** Technology Partner with a multitude of proven integrations to Intuitive.

Customer Success

“Omnify Empower offered exactly what we needed,” stated **Tanya Korenda, General Manager at August Electronics**. **“It has allowed us to simplify and efficiently manage engineering changes and document control is now easier than ever.”**

The Omnify Empower system is integrated with August's Intuitive ERP environment. Information is shared bi-directionally where released files are uploaded from Empower to Intuitive and data is also uploaded from Intuitive into Empower. Sharing this data electronically provides a guarantee that design and manufacturing have access to accurate and current product information. “Omnify Empower makes it easier to find the information needed to communicate with customers by allowing us to tie much more information to parts and assemblies than would be possible with just ERP,” stated Ms. Korenda.

Implementing Omnify Empower also helped August Electronics to obtain ISO 9001 certification by supporting proper processes to meet the ISO Quality Management Systems requirements. With Empower PLM, August has the necessary controlled processes in place for managing product information and aiding continuous improvement practices.

“Our emphasis on quality, customer focus and innovative technology is what provides our customers with significant advantages in the marketplace,” said Ms. Korenda. “Adopting Omnify Empower to improve our development processes is another verification of our focus on consistently delivering high quality products and services that meet our customer's needs.”

Key Benefits

- Can now easily find customer information
- Established efficient paperless processes
- Standardized processes for ISO compliance
- Direct integration with **Intuitive ERP**
- Eliminated duplicate data entry into ERP
- Simplified management of various customer BOM types
- Improved data integrity and process times
- Improved product quality
- Gained a competitive edge