



## Vergent Products, Inc. Improves Product Quality and Customer Collaboration

### Customer

**Vergent Products, Inc.** has been providing innovative product design and manufacturing services to customers since 1996. More than just another circuit board shop or contract manufacturer, Vergent has become the Virtual Factory for many of their customers—offering them a wide range of specialized services to meet their unique needs.

Vergent designs and manufactures a diverse array of products. Vergent's customers rely upon their expertise to help them meet the growing market demands for products that are high-quality, cost-effective, and are manufactured using the most modern, environmentally-friendly processes.

### Challenge/Situation

Vergent manages multiple customers and products in both development and assembly. Data is received in various file formats and revisions and communication between Vergent and their customers is critical.

The company was tracking and managing Engineering Change Orders (ECOs) on a shared Excel spreadsheet which resulted in a variety of problems. Paper copies of ECOs were being handed around to process a change. It was unknown where an ECO was in the process, if the information was accurate, and ECOs would often get lost. A manual document and revision control process resulted in frequent incorrect material orders that would have to be scrapped and ordered on an expedited basis.

### Customer Goals

With a focus on consistently producing quality products, on time, Vergent was looking for better methods to process ECOs, track releases of documents related to products, control document revisions with a repository for those documents, as well as a means to improve collaboration with their customers.

### Key Benefits

- Time and Cost Savings
  - Eliminate lost time searching for status of Engineering Change Orders (ECOs)
  - Reduce material scrap and incorrect orders by 96%
  - Reduce paper, printing, ink, and shipping costs
  - Reduce scrap and re-work
- Streamline Product Development Processes
  - Business rules for controlled product development processes
  - Improve communication with customers/customer satisfaction
  - Improve document control
  - Support consistent product quality
  - Faster New Product Introduction (NPI) cycles



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# CUSTOMER SUCCESS

“We wanted to be able to enforce the processes that were in place, but not necessarily being followed,” stated Caroline Lace, director of business systems for Vergent. “Reviews and signoffs, incomplete information on ECOs, adding changes to ECOs after some of the reviewers had signed off, and accepting verbal changes during the manufacturing process, were a few of the areas we needed to add some controls around.”

## **Omnify Solution/ Customer Success**

After seeing a demonstration of the Omnify Empower PLM system, Vergent knew it was exactly what they needed to address their product development issues. Vergent now has over 60 employees using the Omnify Empower PLM system including: Sales, Service, Engineering, Purchasing and Production.

The company is leveraging the core features of Empower PLM to support controlled processes such as; item and Bill of Material (BOM) creation, engineering changes, file management, revision control, approval history, task management, and document control. The company has also expanded their use of Omnify Empower PLM with the Quality Management and Project Management features.

“With the help of Omnify, Vergent now has much better control over the ECO process and product documentation,” said Ms. Lace. “Business rules such as required attributes, workflows and signoff stages make certain that a user provides all of the necessary information to process change orders as well as when setting up new items in Omnify. These controlled processes have helped to eliminate time lost trying to determine where a change order was in the process, the intent of a change order, or the accuracy of the change order.” “Omnify Empower has also helped us to address our material ordering issues, reducing incorrect material orders and scrap by about 96%,” added Ms. Lace.

Omnify Empower is available on all of the thin clients on the manufacturing floor at Vergent. Manufacturing personnel no longer accept paper copies with notes or verbal direction. “With manufacturing having direct access to Empower, we have realized additional benefits and cost savings in manufacturing such as reduced errors, reduced scrap and rework, reduced paper and ink (color printouts) costs, and increased customer satisfaction due to reduced delays and quality issues,” said Ms. Lace.

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**-Caroline Lace, Director of Business Systems, Vergent Products, Inc.**

# CUSTOMER SUCCESS

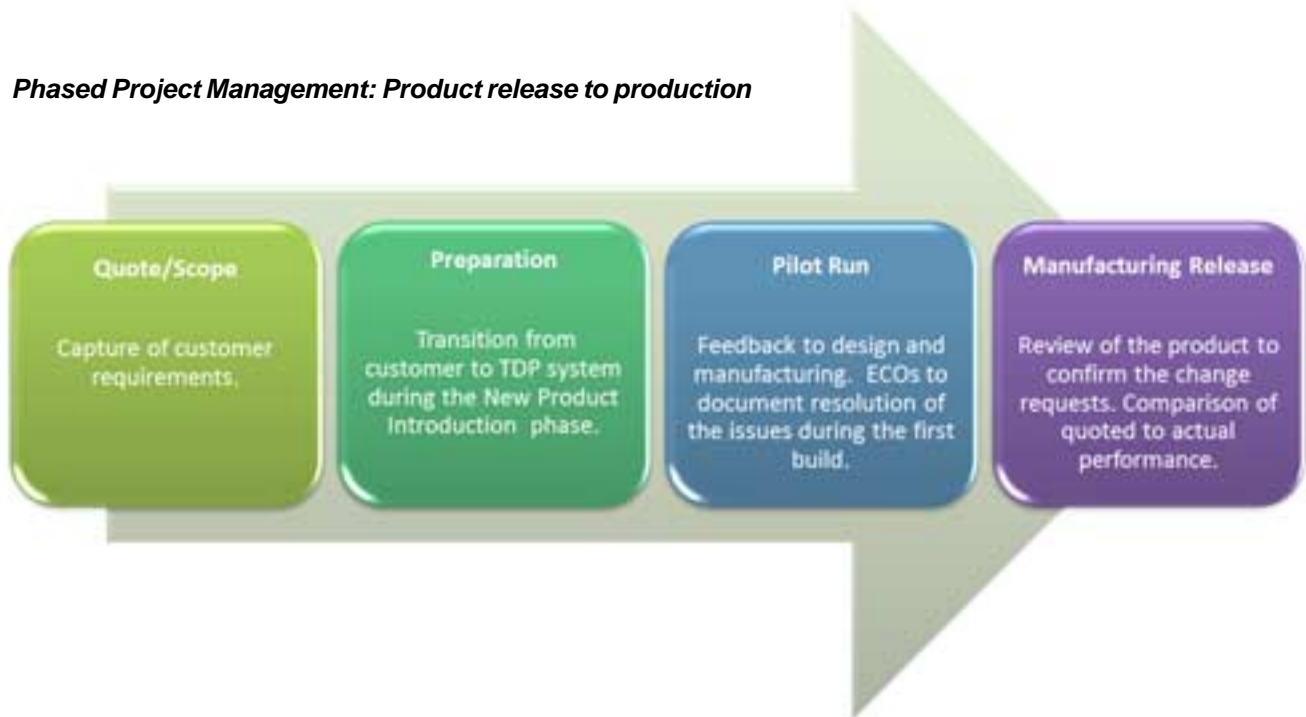
## **Enhancing Processes Even Further with Quality Management and Project Management**

“Another key benefit for Vergent has been the ability to use Omnify Empower PLM to assist in a variety of other areas that were not originally considered,” added Ms. Lace. “We saw an opportunity to enhance our processes even further with the Quality Management and Project Management modules delivered in Empower.”

Adding the Quality Management functionality has enabled Vergent to manage CAPAs (Corrective and Preventive Actions), temporary deviations, RMAs, non-conforming product approvals, and ISO (International Organization for Standardization) audits within the Empower PLM system. Tying this information directly to the product record has helped Vergent to gain visibility into nonconformance results from audits, track customer feedback, address internal Quality issues and perform potential Problem Analysis.

New Product Introduction (NPI) is Vergent’s core competency. The company introduces five to seven new products per week, with over 100 new part numbers per week. By leveraging the Project Management functionality within Empower PLM, Vergent has developed a phased project management process to ensure a smooth transition from product release to production.

## **Phased Project Management: Product release to production**



## **Summary**

“Overall Vergent has been amazed by the flexibility Omnify has provided in managing not only the change order process but also the BOM review process, part number creation process, CAPA and project management,” stated Ms. Lace. “Not to mention the use of workflows tied to project roles to define the required signoffs so that individuals are automatically and immediately aware of the need to review and sign-off on any number of items. We continue to find new ways to use the system to aid in increasing efficiencies throughout the company.”