

OEM Worldwide

Founded in 1989 in Watertown, South Dakota, OEM Worldwide is a high mix Electronic Contract Manufacturer specializing in low to medium volume PCB assemblies and high-level assembly for products for medical, communications, and industrial applications.

► PROBLEM

With the company's work focused most recently on the medical field, OEM found itself in the enviable position of experiencing several years of double-digit growth and decided it was time to conduct an intensive assessment of its business intelligence reporting structure and to make some changes to prepare for the future.

At that time, OEM's five-person IT department was using Oracle Report Developer and a desktop report mining tool (Monarch) to extract data from Oracle E-Business Suite 11.0.3 into Microsoft Excel in order to develop a high-level set of end user reports. However, this tedious method fell short when it came to integrating Oracle data with the company's non-Oracle database systems. It was a demanding task to make changes or additions to the existing reports, and the process was extremely time-consuming, with at least one employee dedicated full-time to assembling reports for the next day's meetings.

"There wasn't much room to be creative or to elaborate on the details of requested data," said Ken McIntosh, MES Administrator at OEM Worldwide. "Maybe you could add a column here, or you could do a comparison there, but we didn't even really know at the time what we were missing."

► SOLUTION

OEM determined it was time to overhaul and improve the company's data access systems and kicked off an internal business intelligence initiative. The initial goal was to enable end users to create their own reports to elevate and extend the life of the company's dated Oracle ERP system (until an upgrade could be completed), and to integrate Oracle data with all the non-Oracle databases.

The IT team met with Noetix to learn more about the wide-range of pre-built report templates that were part of the solution offered and realized they could now have easy access to a whole new world of data to use for reporting.

"For me, Noetix is such a big time saver. I feel like George Jetson: I can literally push a button and immediately access data that previously would have taken hours to obtain and analyze."

Ken McIntosh
MES ADMINISTRATOR
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OEM purchased several NoetixViews for Oracle E-Business Suite modules including Oracle Human Resources, Manufacturing, Financials, Purchasing, and Order Entry, plus Noetix Platform and Noetix Dashboard. Within a week of implementation, OEM had Noetix up and running and the IT team was busy developing ideas for new reports.

After that, it didn't take long for innovation to strike. In 2011, OEM hired a new CEO, Mike McCammack, who immediately implemented several strategic objectives for the company including cutting defects to customers in half, increasing sales, and streamlining their new product introduction process. OEM's IT team was able to leverage NoetixViews to build reports that mapped to these objectives and then build out Noetix dashboards to monitor a range of related items. Today, those dashboards are located on every employee's desktop internet homepage.

OEM also uses Noetix to manage the actions the company takes on a continuous basis. OEM's software and report developer, Barbara Smith, created a multi-layered dashboard with gauges that shows detailed production stats used to manage many of OEM's more complex assemblies.

Finally, OEM has used Noetix to enact a method for measuring the number of man hours required for many of the diverse tasks within the company. This dashboard pulls from five different data sources.

▶ RESULT

Today, nearly every one of OEM's 260 employees access Noetix to obtain the information they require to do their jobs. IT has created more than 500 different reports, 100 of which are used daily or weekly by employees. Approximately 2,600 reports are run on a monthly basis.

"We know that Noetix has allowed us to be a more efficient organization," said McIntosh. "The employees who used to spend hours a day pulling reports have been able to take on many new projects because they can now access information instantly without help from IT." In fact, OEM conducted a survey asking users how much time they think that using Noetix reports has saved them and the results total over one full-time employee.

According to McIntosh: "With Noetix I have information in a matter of seconds. It allows me to include data from different databases and combine them into the views without having to look in multiple places. We're able to see data we've been collecting for years finally come to life."



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