

Selected by Microsoft as one of the premier manufacturing software providers, Virtual Process is an easy to implement cloud-based software system that manages a company's manufacturing and operational procedures and personnel. Customers increase productivity, improve quality, and gain traceability and reporting functionality. The Virtual Process software can be installed and operational in less than a day, and it pays for itself almost immediately.

Below are just two examples of the many companies that have deployed Virtual Process to great success and increased profits.

Case Study 1: *Using Virtual Process to manage internal manufacturing processes*

The Problem

Company A has been in the Printed Circuit Board business since 2001. They assemble and produce highly complex circuit boards that require high standards of quality and short manufacturing lead times. As the company grew to more than 1.4 million PCB's per year, they found it increasingly difficult to track detail on the shop floor. Employees were harder to manage and defects were on the rise. Due to the size of the company, it was almost impossible to identify the sources of the mistakes and there was little accountability. In addition to managing the internal challenges of producing high quality products, customers were also starting to demand better traceability. These challenges were stifling the company's growth and causing them to lose money and opportunities.

The Solution

Virtual Process was introduced in the winter of 2010. At first, the company elected to install the software in only one area. The software took just two days to implement, and within a few days, they saw immediate and drastic improvement in both quality and productivity in the area in which it was installed. They measured a reduction in defects of almost 90% and an increase in productivity by 15-20% per employee.

Because Virtual Process ensured that employees were following proper procedures and being held individually accountable for all of their actions, the following two things occurred: (i) employees were performing tasks as they should be performed and not in the "way they thought it should be done", and (ii) the company was able to quickly determine which employees performed well and which employees were struggling and needed attention. Shortly thereafter, the company implemented Virtual Process companywide to over 50 stations.

After several months of using Virtual Process to manage its own manufacturing processes and personnel, the company experimented by allowing its clients access to some of the real-time reporting features of the software. The company found that not only were their clients reassured that their procedures were being implemented properly, but they were able to follow the production as it was happening through the software and by creating automated email alerts. Once the sales team heard about this traceability feature, they used it to

pursue new lines of business that were once closed off. This customer traceability feature alone helped generate new revenue streams for the company.

Since the introduction of Virtual Process, the company has saved over \$500,000 in production costs and has more than doubled its business.

Case Study 2: *Using Virtual Process to manage outside suppliers*

The Problem

Company X is in the Box Build Assembly industry. Their principle business is to buy external parts from third party suppliers and to use them to assemble electrical boxes.

One of their largest challenges in maintaining their own quality control was the management of their suppliers and the quality of the component parts that they were receiving. Over time, they found that they had no control over the parts they were receiving from suppliers and certain parts were not always fabricated properly. These improperly fabricated component parts were causing defects in Company X's finished goods and costing great sums of money as well as hurting customer relations.

The Solution

In order to gain better control over its suppliers, Company X began to require them to implement Virtual Process. Company X then helped create standards and practices inside of Virtual Process and instantly sent them to the shop floors of its suppliers. This allowed Company X to ensure that its procedures were being met at any given time and also allowed them to continually make procedural modifications as needed. In addition, Company X was able to monitor, in real time, every stage of its suppliers' productions.

After a short period of time, communication between Company X and all of its suppliers was now automated through Virtual Process. Company X now had real time production information at all times, from all places, and from any computer. Moreover, Company X found that the number of defects was reduced from 4% to almost .3%. As a result, Company X has seen its profits increase and its relationships with both its suppliers and its customers improve drastically. In addition, Company X is now also exploring ways to outsource certain productions to lower wage countries as communication hurdles have been eliminated by Virtual Process.

As a side note, at first, many of Company X's suppliers were not very receptive to being "told" how to fabricate their units and how their processes were to be managed. However, as time went on, not only did most of the suppliers come to quickly appreciate the Virtual Process software, but they also began to incorporate Virtual Process with their other procedures for all of their other clients as well and not just with Company X.

Case Study 3: Using Virtual Process to build fully automated test stations

The Problem

Company Z manufactures extremely expensive and sensitive acoustic equipment for home and professional use. Their products require stringent specifications and calibrations in order to meet the demanding expectations of their customers and to maintain their stellar reputation and brand.

Ensuring proper quality control is of paramount concern, and test and measurement equipment is required. However, automating test and measurement equipment, especially in light of the various product lines, was very costly and took several months, if not years, to automate and calibrate. Further complicating matters is that the manufacturing team is overseas from the engineering team.

The Solution

The company installed Virtual Process on a few key test stations and stopped manually programming test stations for those select products. Through the visual programming language of Virtual Process and the Smart Icons, the company immediately started to save time and money on those stations. Specifically, the company reduced the time to build a test station from over six months down to under two weeks. The high cost of creating the stations was nearly eliminated. Moreover, with the found time and ease of setting up a test station, the company expanded their testing to older neglected products.

With regard to the challenges caused by the multiple locations and disparate personnel, the cloud-based nature of Virtual Process eliminated them. Updating test stations overseas is now simply a matter of pushing a button in one location and having it deployed in another. No more DLL's to update or transfer via email or FTP and everything is simple and instantaneous. The company can even track, in real time, what is happening at any given test station, at any given stage of testing, anywhere in the world, from any location.

The company believes that its quality and traceability have gone up immeasurably and that the software has become an invaluable tool.