

CASE STUDY

Senior Aerospace

Challenge

Deliver time-sensitive information and alerts to the relevant employees or systems, without the need for costly and disruptive integration of existing applications

Solution

Senior Aerospace implemented the PRESENCE Codeless Development Platform to detect significant events across multiple applications, and deliver real-time notifications to employees or systems

Benefits

- > Reduced risk and costs;
- > Accelerated processes;
- > Improved administrative efficiency;
- > Reduced paperwork;
- > Faster response.



Senior Aerospace Get Birds-Eye View With Presence

A division of global aero parts manufacturer Senior Aerospace has implemented the PRESENCE Codeless Development Platform to enhance its ERP systems, and now benefits from real-time business alerts, reduced administrative costs, higher productivity and faster business response.

A high-flying solution

Based in California, Senior Aerospace SSP is a business employing 250 people in the manufacture and distribution of aerospace components. The need for precision in the design and manufacture of aerospace components is such that Senior works in close partnership with its customers, and the production of each component may span several years from conception to manufacture. Senior therefore requires an extraordinary level of process control, manufacturing excellence and customer service, particularly given stringent Federal Aviation Authority audit requirements for component manufacture.

As its business grew, Senior SSP found that it was becoming increasingly important to link different areas of the business, but the lack of integration between systems was proving to be a major obstacle. Eileen Richardson, Chief Technology Officer, explains, "We have PC file servers, network servers, CAD systems, and both MAPICS and other systems running on IBM iSeries. We needed to have a real-time view of all of these systems, and that was one big challenge!"

The cost of high-level programming to integrate or modify these systems would have been prohibitive, so Senior looked for a ready-made solution. SSP saw PRESENCE as a cost-effective, out-of-the-box way to link some of these systems painlessly. PRESENCE enables SSP to detect events and deliver real-time notifications to systems and people, which have accelerated processes, increased visibility of information and reduced costs.

Says Eileen Richardson, "We now take care of business in real-time, which is a great competitive advantage. When a detectable event happens, the right person is notified at the right time, every time. There is no need for anyone to remember to make a call or send an email. With PRESENCE, our costs are lower and business response has improved - it's excellent."

Soaring productivity

The PRESENCE Platform is simple to implement and operate, yet provides powerful business-driven monitoring across multiple disparate systems. Messages triggered by any combination of business events can be delivered as email, SMS, pager alerts and more – ensuring that vital messages can reach the people who need them wherever they are.

"You simply define the entire network to the PRESENCE server," says Richardson, "then you tell the software what to do when any given combination of events is happening. It's easy to set up a powerful system that keeps key team members informed of events affecting their part of the business."

PRESENCE

Codeless Development Platform

*"The easy way to develop flexible IT solutions
for your business ... without writing any code!"*

PRESENCE Overview

PRESENCE is a codeless development and integration platform that enables an organization to better run, manage and optimize its business. A proven solution for organizations looking to integrate people, systems, data and business processes. PRESENCE allows companies to reduce complexity, improve efficiency and realize maximum value from existing IT assets, directly improving corporate responsiveness, efficiency, and competitiveness.

The PRESENCE platform is a single, unified, vendor-neutral application that employs a graphical environment to rapidly develop and deploy solutions with little or no programming.

Build composite applications, manage, integrate and automate business processes (BPM) and create Business Activity Monitoring (BAM) initiatives.

PRESENCE can monitor a company's key business rules, integrating structured and unstructured data from diverse application databases – non-invasively. Then automatically notifies customers, vendors and employees by email or fax, automatically updates data between applications, updates websites, generates reports or documents, creates balanced scorecards, dashboards and much more.

Senior uses three separate systems to manage inbound deliveries to different parts of its business. Rather than investing significant amounts of time and money in high-level programming to integrate these systems, the company implemented PRESENCE to monitor them, then notify other systems and people when new consignments arrive. Richardson comments, "Employees no longer need to hunt through multiple screens on the different applications, so the PRESENCE platform is saving valuable time and raising productivity."

Accelerated customer service

Before Senior implemented PRESENCE, the lack of integration across systems meant that the arrival of vital new components in the warehouse might not be communicated to the relevant employees for several days. Senior now has a PRESENCE monitor that recognises codes on a 'hot list' of products in short supply, and sends notifications to users as soon as those products arrive.

Senior has also used PRESENCE to improve the efficiency of its product return process, an essential part of which is to review the reasons for the return and to learn from them. All products returned by customers first undergo a receiving inspection, are then transferred to the bond room, and finally examined by the materials review board.

Richardson comments, "Before PRESENCE, the customer service team might not hear about this process until weeks or even months after the product had been returned, and in the meantime, the accounting team would be chasing the customer for payment. Now, the customer service team, the accounting team and the materials review board all know right away when a product is returned. This improves our response times and our relationships with customers, and saves time previously wasted chasing unpayable invoices."

Taking control of the future

Having seen an acceleration of internal processes and significant cost savings, Senior is keen to expand the role of business activity monitoring within its organisation. The aerospace business is very competitive, and Senior sees PRESENCE as delivering a critical business advantage in terms of production response.

Richardson comments, "The ability to solve major business issues without the need for costly reprogramming is one of the key benefits that PRESENCE offers us. It has proved to be a very cost-effective way of eliminating unnecessary delays, enabling us to respond more rapidly to our customers' needs."

Asked how far PRESENCE might extend through the Senior Aerospace business, Richardson comments, "We're limited only by our imagination! If you ever find yourself wondering: 'What if I could know about this when XYZ happens?' – you just put a PRESENCE monitor in place, and you've got the answer!"

Contact us today for more information
and a FREE 30-Day PRESENCE Trial ...

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