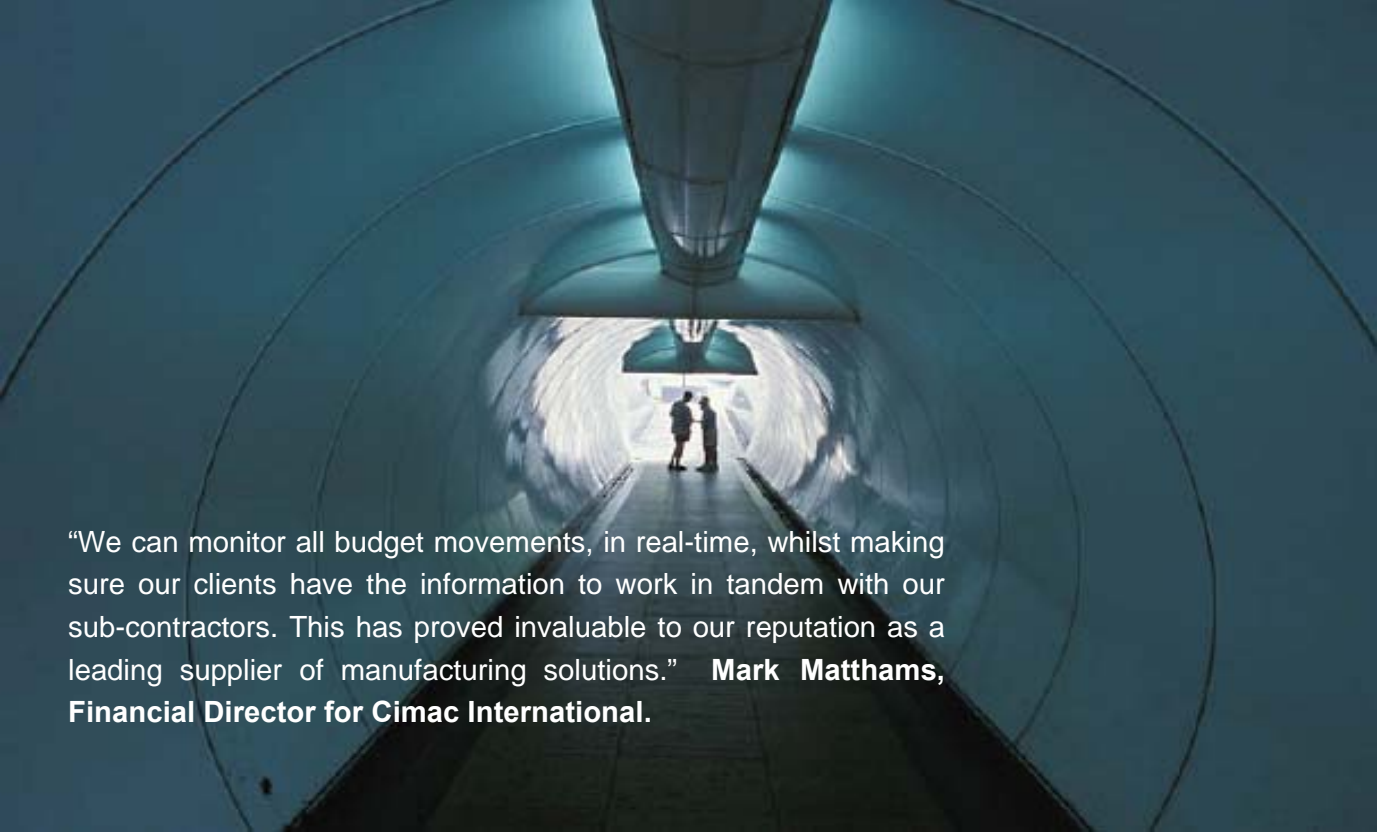


Provision of real-time information for Cimac International's project management team.



“We can monitor all budget movements, in real-time, whilst making sure our clients have the information to work in tandem with our sub-contractors. This has proved invaluable to our reputation as a leading supplier of manufacturing solutions.” **Mark Matthams, Financial Director for Cimac International.**

Access Dimensions

TaskCentre®

The UK's leading Business Process Management Solution

Business Requirements

- ⇒ To achieve 100% compliance with ISO standards
- ⇒ To reduce the administration costs associated with ISO compliance
- ⇒ To automate the provision of 'as it happened' information to the project management team

Solution Deployment

- ⇒ TaskCentre® automated the extraction, formatting and delivery of information from the company's Access Accounts and Astec information systems
- ⇒ Further planned deployments of TaskCentre® to other mission critical areas of the business.

► Company

Cimac International

► Industry

Manufacturing solutions

► Geographies

International

Business Benefits Delivered

- ⇒ Significant reduction in the time and cost associated with ISO compliance
- ⇒ The provision of real-time business-critical information to the worldwide project management team, company departments, clients and the ISO manager
- ⇒ Automation of costly business processes such as debtor consolidation, purchase orders and other administrative duties.

Case Study: Cimac International

AUTOMATING BUSINESS PROCESSES

TaskCentre

Orbis Software (UK)

Cimac International is a leader in the development and supply of advanced manufacturing solutions.

The company provides award winning, impartial solutions that deliver unsurpassed quality and cost effectiveness by working with the customer to develop first-to-market principles that drive manufacturing excellence.

Cimac International has worked with some of the world's major manufacturers and installations can be found in some of the most efficient manufacturing plants around the globe.

Achieving ISO standards.

Given the global presence that Cimac International has within the manufacturing solutions industry, the company is expected to meet internationally recognised ISO standards. Indeed, the achievement of these standards is something that is crucial to the reputation the company has with its existing and prospective clients. Mark Matthams, Finance Director for Cimac International, highlighted this issue and its relationship to Orbis TaskCentre®, "Although software alone cannot ensure that a company meets all its ISO obligations, Orbis TaskCentre® significantly reduces the time and costs associated with this activity"

Following the implementation of Orbis TaskCentre®, Mark has started to extract further returns from its initial investment, "From the company perspective of ISO standards, my colleagues and I are constantly

identifying new methods in which the automation and alerting functionality can aid the ISO process." He added, "This on-going ROI is a sure advantage of Orbis TaskCentre®."

Provision of real-time information for Cimac's project management team.

With offices in Europe, USA, Australia and the Middle East, Cimac International faces the constant challenge of running a truly global project management team. Indeed, access to 'as it happens' information can mean the difference between being on budget and on time or incurring unnecessary costs. Mark highlighted the competitive advantage real-time information is providing their company, "Cimac is becoming proactive rather than reactive to time management and we can optimise resource allocation for real-time situations." He went on to add. "To illustrate Orbis TaskCentre proactive nature, it automatically monitors all our cost centres by querying our Access Accounts system, formatting the information as text and delivering the information via e-mail and SMS to all relevant decision-makers."

In addition to the real-time benefits the project team are deriving from the automation and alerting technology of Orbis TaskCentre®, Cimac's head office is using the software to enhance the precision of client estimations. Mark explained, "As the software memorises all its Tasks we can analysis both the historical and real-time behaviour of our company." He went on to added, "For us, this means that estimate probability and

Case Study: Cimac International

AUTOMATING BUSINESS PROCESSES

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success can be tracked with far greater clarity.”

Savings on administration and time costs within the credit control department.

Like most market-leading companies operating within a competitive environment, Cimac International is always looking for new ways to reduce the burden of administrative activities. Indeed, decreasing the cost of identifying and chasing aged debtors was something that Mark saw as a priority, “The capabilities of the product enabled us to build a robust Task that radically streamlined this particular business process. It is now the case that Orbis TaskCentre® automatically monitors invoices that are either overdue or approaching a specific time.”

Although Cimac International welcomes the contribution Orbis TaskCentre® is making towards its competitive standing and the savings the product has already generated, the senior management team also recognises the intangible gains that are also being provided. Indeed, issues such as response times to critical stakeholders is something that Mark placed some emphasis on, “Of course, when we were evaluating Orbis TaskCentre® we could see the returns that automation and alerting technology would deliver but we could also see the intangible gains that are often undervalued.” He added, “We understand that our stakeholders require immediate responses to their issues and the product’s ability to achieve this is probably just as valuable to us as eradicating the manual process costs.”

Increased connectivity through further deployment of Orbis TaskCentre®.

With the company experiencing strong growth and its recent alliance agreement with US based Haden Inc, it was decided that further connectivity between employees, sub-contractors and clients was required. With this in mind, the senior management team of Cimac International turned its attention towards other areas of the business with the aim of creating an ‘information rich’ environment.

To illustrate the company’s new level of connectivity, Mark cited one of the company’s most recently automated Tasks, “The latest business process we automated was the generation of budget and build reports. In both instances, Orbis TaskCentre® interrogates our Access Accounts system, formats the information into a Crystal report and sends the document via fax and e-mail.” He added, “Now we can monitor all budget movements in real-time, whilst making sure our clients have the information to work in tandem with our sub-contractors. This has proved invaluable to our reputation as a leading supplier of manufacturing solutions.”