



Process Profile

Ultimus Case Study

- **Vast** improvement in customer satisfaction due to Improved lead time notification
- **Dramatic** improvement in quality through validation of information in electronic forms
- **Knowledge** workers freed up to perform value-add tasks
- **Large** reduction in cycle times

Customer Quote

“In order to document improvement, you have to be able to measure it, and Ultimus provides the necessary tools. “

Siemens Power Transmission & Distribution, Inc. (Siemens PT&D)

SIEMENS

Process Description & Background/Need

Headquartered near North Carolina's Research Triangle Park, Siemens Power Transmission & Distribution, Inc. (Siemens PT&D) was established in 1997 to serve the needs of the electric power industry. Siemens PT&D creates products for both the U.S. and international energy infrastructure.

On average, Siemens receives hundreds of orders from various customers each year for various energy products. Once an order is received from a customer, Siemens begins the process of preparing the engineering drawings and gathering approval from the customers for the drawings. However, this was a very time consuming and largely manual process.

Points of Pain Addressed

Prior to implementing Ultimus, Siemens was wrestling with the following points of pain:

- The engineering preparation process was largely manual, and key knowledge workers were spending a lot of their time chasing down the status of various tasks
- Co-ordination between multiple departments was essential, and the current process made it near to impossible to gain visibility into the status of various projects, and manage lead time expectations with customers effectively
- The manual process did not support information validation and was error-prone and costly

Solution Overview / Deployment

The Engineering Tracking Process automatically manages and tracks the process of generating engineering drawings for customers' orders. The process involves both internal Siemens employees and customers. Internal employees are responsible for generating and managing the tracking of the engineering drawings, and customers are ultimately involved in the process for final approval – all these steps are performed in an automated manner. The process is also highly dynamic. Customers that order repeat products are processed in a more rapid timeframe by dynamically skipping approval steps based on the order type, resulting in a large reduction in process cycle time.



Recap of key benefits and summary

In automating their Engineering Tracking Process with Ultimus, Siemens realized a number of benefits. Key knowledge workers were freed up to perform more valuable tasks, cycle times were reduced, quality was improved, and mostly importantly, customer satisfaction was dramatically improved due to enhanced expectation management. The system also provides management and employees with a documented, repeatable process that can be easily tracked and measured for continuous process improvement initiatives. As a next step, Siemens is looking to extend the Ultimus integration to more back-end systems, and to leverage Ultimus' reporting capabilities for enhanced ROI measurement. Siemens Energy Management Systems, a division of Siemens PT&D based in Minnesota, is also using Ultimus for managing requests for proposals (RFPs).

BPM is a critical initiative for manufacturing organizations. Manufacturing organizations that deploy Ultimus can increase revenue, lower operating expenses and improve customer satisfaction. BPM accelerates time to market and helps the enterprise achieve greater ROI in less time. For more information on the Ultimus BPM Suite and how it can help you company become an agile and responsive enterprise, please visit www.ultimus.com.