

CASE STUDY:

PTI Quality Containment Systems



Hoku**Apps**

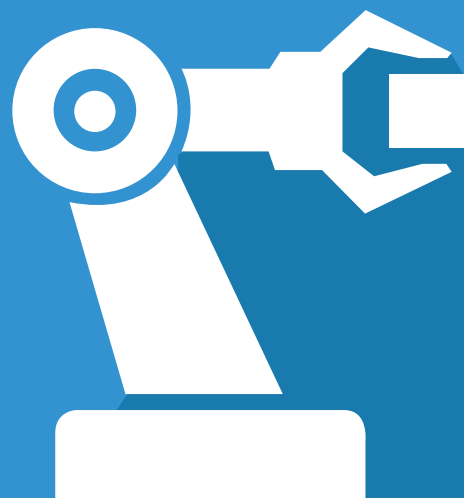
INTRODUCTION

Manufacturers are facing a growing challenge trying to integrate data across all lines of the business to drive productivity. The limitations of legacy systems are especially acute in this sector as they tend to keep data siloed and limit its ability to move naturally between different user groups. This isn't just a problem for manufacturers either, they also impact the companies that work with them.

We recently helped PTI Quality Containment Systems overcome these challenges in their work to provide specialized inspection and rework and supply chain services to automotive manufacturers. We helped PTI QCS integrate operations spread across diverse user groups to maintain the agility of a small business even after it expanded at a breakneck pace.

ABOUT PTI QCS

The Detroit-based company supports auto manufacturers through solutions for quality service, engineer codings and supply chain management. This work extends across the U.S., Brazil, Canada and Mexico, reaching a base of more than 1,000 customers, most of which are Fortune 500 companies.



DEALING WITH RAPID BUSINESS GROWTH

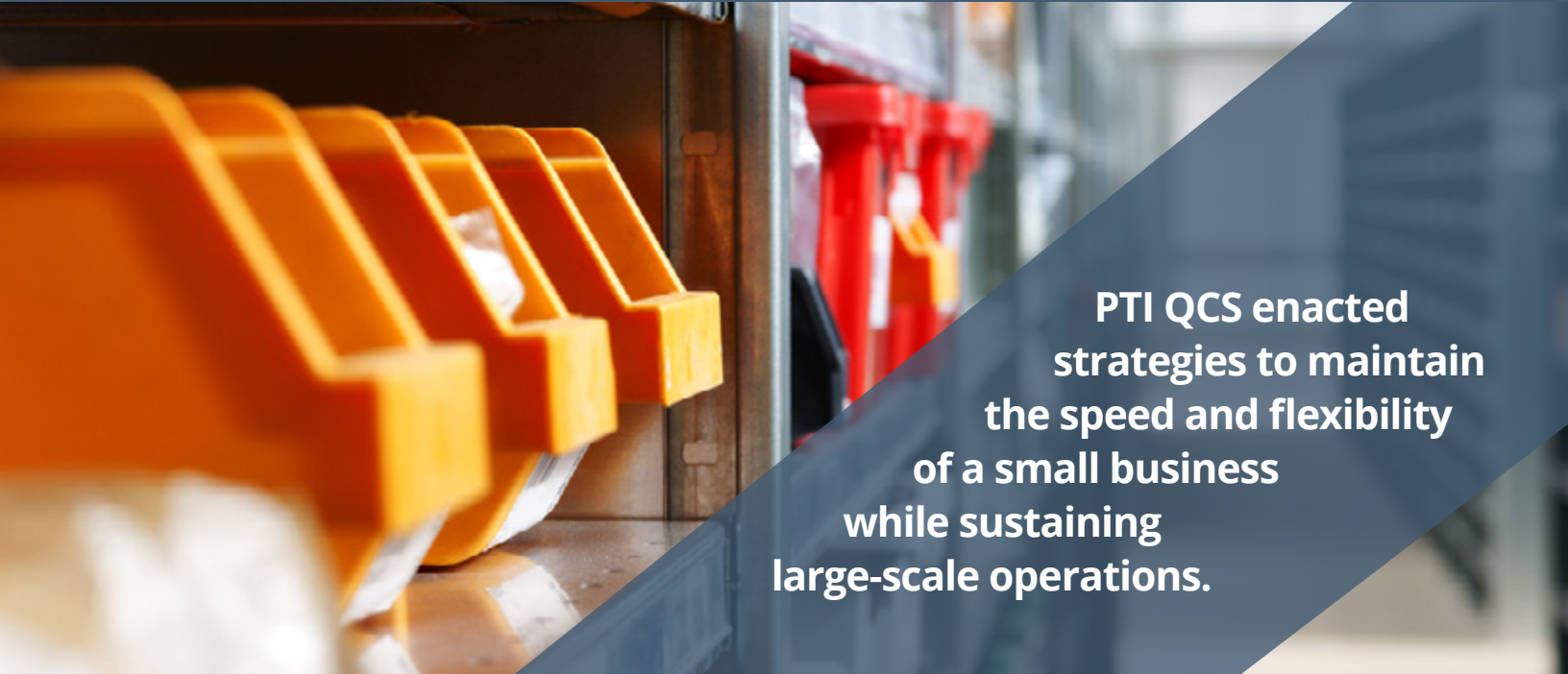
PTI QCS had long depended on multiple enterprise resource planning systems and using diverse communication channels to get the job done. Phone and email are common options, but messaging has also become more common in recent years.

Having multiple ERP solutions in place alongside diverse communication channels and operations extending across international borders added up to create incredible complexity. This proved a major problem for an organization that prided itself on being nimble in its operations.

This problem is all-too-common—a business starts out small, fast and agile, but as it grows to take on more customers its success leads to increased complexity. As it expanded, PTI QCS ended up:

- Managing remote teams.
- Having data and users spread across the globe.
- Dealing with inefficient communications between employees.

Globalization and expansion left PTI QCS facing a significant slowdown in how it operated, but it was committed to sustaining growth. As such, they started enacting strategies to maintain the speed and flexibility of a small business while sustaining large-scale operations.



PTI QCS enacted strategies to maintain the speed and flexibility of a small business while sustaining large-scale operations.



INTEGRATING APPS AND DATA TO IMPROVE COLLABORATION

Connecting data between different user groups was critical as processes that once would take hour were starting to take a day and operations that would take a day were extending out to a week. The organization began exploring applications and tools to solve these problems, and found that there were plenty of options already on the market. The problem wasn't a lack of solutions, it was a need to connect them.

This is where HokuApps came in. HokuApps featured the elements and features PTI QCS needed to connect data across different apps and services, streamlining processes and allowing users to collaborate more effectively. The HokuApps platform became a central hub for apps and services to interact, making it much easier to maintain everyday operations.

ACHIEVING THE NIMBLENESS OF A SMALL BUSINESS

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Working with HokuApps proved incredibly easy, as the solution connects apps such that users can get notifications in whichever app they happen to be using. This eased training and eliminated the learning curve even for users who were not accustomed to digital workflows. HokuApps even uploaded all users and getting everybody set up in the platform.

With the app platform in place, PTI QCS was able to streamline all of the processes that are not fundamental to value delivery, driving personal productivity gains as communications gaps disappeared.

Furthermore, interconnecting data across business units made it easier to analyze data and derive value from business intelligence initiatives.

All told, PTI QCS was able to use Hoku Apps to take better care of its workers, empowering those individuals to do the same for customers. These gains may have come in the manufacturing sector, but they're applicable to any organization dealing with processes that frequent cross departmental or geographic lines.

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