



Customer: Electro Scientific Industries

Web Site: www.esi.com

Customer Size: 700 employees

Country or Region: United States

Industry: Manufacturing—High technology

Partner: SoftSource Consulting

Web Site: www.sftsrc.com

Customer Profile

Portland, Oregon-based Electro Scientific Industries is a leading supplier of production laser systems for microengineering applications, with offices on three continents.

Software and Services

- Microsoft® Office
 - Microsoft Office SharePoint® Server 2007

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www.microsoft.com/casestudies

Manufacturer Sees Potential Savings of Up to \$500,000 with New Data Reporting Solution

“Between the SharePoint Server 2007 Business Data Catalog and Excel Services, we’re able to publish relevant data in ways that employees can really understand and use to better serve our customers.”

Ian Corr, Vice President of Customer Service, Electro Scientific Industries

Electro Scientific Industries (ESI) needed to quickly implement a powerful but cost-effective means of analyzing and delivering information. So ESI is working with SoftSource Consulting to evaluate a data analysis and reporting solution using Microsoft® Office SharePoint® Server 2007. With it, employees will gain secure access to data to help ESI quickly measure performance and determine required actions to increase revenue and manage costs.

Business Needs

Electro Scientific Industries (ESI) designs and develops production laser systems for advanced electronic devices. As a supplier, ESI needs to balance its inventory and service levels to support customer needs. To make sure that it was producing enough of a given part or that it was stocked to the right level, the company collected information about everything from average replenishment time to the number of equipment issues reported.

ESI was using three different systems for tracking and reporting data but decided to consolidate them to reduce the management load on the IT department and establish a smoother flow of information

throughout the company. “We had people from every division extracting data from multiple systems with multiple tools and massaging it in multiple ways,” says Chuck Lewis, Information Technology Manager for Electro Scientific Industries. “We wanted a consolidated look at our data so that users could go to one location and find exactly what they needed.”

For instance, ESI tracks and invoices a project’s parts and labor in two separate systems. So it was difficult to assess the total amount billed for an individual project, particularly after adding in warranty costs.

When ESI implemented an enterprise resource planning system from SAP in March



2006, it discovered that the SAP system lacked usable financial analysis tools to serve the manufacturer's dashboard needs. "We knew that analysis was possible with SAP and that it would take a while to establish," recalls Lewis. "But we realized that we couldn't afford to wait the year that it would have taken to implement that functionality, plus the time for the specialized training required to use the SAP analysis tools. We needed something faster and more intuitive."

Solution

Electro Scientific Industries evaluated other data extraction, analysis, and reporting options. While quicker and less expensive than adding native SAP reporting functionality, most available tools still couldn't be deployed quickly enough to satisfy business requirements. "Demand for accessible, meaningful information was even greater than we anticipated," explains Ian Corr, Vice President of Customer Service for Electro Scientific Industries.

The manufacturer's evaluation process led to Microsoft® Office SharePoint® Server 2007. "We looked at several bridge tools for retrieving and processing our data, but we found all of the capability we need in Office SharePoint Server 2007," says Corr.

Working with Microsoft Gold Certified Partner SoftSource Consulting, ESI embarked on a proof of concept (POC) to evaluate and select best options for providing dashboards with 30 key performance indicators (KPIs) for decision makers in the company's Global Support and Services Group. KPIs include such measurements as the number of open service calls, field engineer utilization rates, and hit rates on parts.

The solution involves:

- A business data catalog that is based on new Office SharePoint Server 2007 functionality and connects the solution with the company's disparate data sources.
- Integration with Microsoft SQL Server™ 2005 Reporting Services to provide more granular levels of information.
- A centralized repository for all reporting elements, including Excel® Services in Office SharePoint Server 2007.

During October 2006, key executives and managers are testing the POC, and ESI will be adding both users and KPIs as it gains comfort with the solution. Upper managers at the company headquarters will be given a choice as to the level of detail and method of retrieving information, field managers will use more consolidated data views, and others who need specifics will receive direct access to line-level data. ESI has already decided that it will use the POC as a template for rolling out SharePoint Server 2007-based solutions to its other divisions.

Benefits

With its new data analysis and reporting solution, Electro Scientific Industries can make faster, better business decisions while conserving resources, promoting compliance, and streamlining management. For ESI, benefits include:

- **Potential savings of U.S.\$500,000 over other solutions.** "Using SharePoint Server 2007, we are getting the functionality we need in a short timeframe, and we may be able to avoid spending the budgeted \$500,000 on the SAP business warehouse add-on," says Corr.

- **Increased access to accurate information.**

"When a tool takes too much time or grief, people won't use it," says Corr. "The beauty of SharePoint Server 2007 is the speed and ease with which our users can view measurements of our performance and results in critical areas. Enhanced reporting capabilities empower us as a company to be more flexible in responding to customer needs, marketplace changes, and other elements that much faster and better."

- **75 percent reduction in development and deployment time.**

"Implementing the business warehouse tools from SAP would have taken about a year," says Lewis. "But deploying SharePoint Server 2007 will take only about three months, with fewer people involved. Plus, within a month of starting the POC, we had real results we could share right away. Our users could derive value from the SharePoint Server 2007 solution sooner than if we'd gone the SAP business warehouse route, which would have required them to wait nearly the whole year for usable results."

- **More manageable solution.**

"In the past, we couldn't authorize access on a report-by-report basis if multiple reports were posted on the same page—it was all or nothing," says Corr. "Now we can post a single page with mixed access, but users only see those reports to which they have access, which makes life easier for IT staff members and end users alike."

- **Enhanced security.**

"Because we're able to link to the security rules established in the Active Directory® service, we can apply existing group policies to reduce our risks and make compliance much easier," says Lewis.