

The BI360 logo consists of the text "BI360" in a bold, sans-serif font. The "BI" is green, "360" is dark blue, and a dark blue cloud-like shape is positioned above the "0".

BI360

The dpiX logo features the word "dpiX" in a bold, italicized, lowercase sans-serif font. The "X" is red and has a registered trademark symbol (®) to its upper right.

dpiX®

Solver Customer Case Study



dpix
www.dpix.com

- A privately owned, former Xerox New Enterprise Company that manufactures high resolution, large area amorphous silicon (a-Si) products for the medical equipment markets.
- A pioneer in the advanced imaging industry, creating products for over 15 years used for medical imaging, airport security screening, high-speed ballistics testing and more.
- Operates two manufacturing plants, one in Palo Alto and one in Colorado Springs, with approximately 250 employees.

Key Business Pains

- Strict compliance regulations to meet without a centralized database to store vital data.
- No visibility into data without hours of manual manipulation using manually-tracked data spreadsheets, leading to endless version-control issues.
- No systematic way to track various raw material components, including batch controlled chemicals, in case of recall or compliance issues; significant risk in manually tracking this data in disparate spreadsheets.

“With our old system, if the CFO needed a financial snapshot during month-end closing, it was simply not available. Now, no matter what time of month it is, we can get executives a financial snapshot any day, mid-day and within 10 minutes. And since key personnel have access to the centralized data repository, they can pull the information whenever they need it themselves.”

-Kimberly Skinner, Senior Financial Analyst at dpiX

The Client

dpiX, formerly a Xerox New Enterprise Company, is a privately owned, large area amorphous silicon company with manufacturing facilities in both Palo Alto, California and Colorado Springs, Colorado.

For over 15 years, dpiX has been pioneering and developing advanced imaging products for the medical, equipment markets, including the world’s highest-quality arrays for medical imaging. dpiX arrays are utilized for a wide-range of medical imaging applications. The a-Si technology used in these arrays provides the foundation for some of the most innovative solutions in medical, industrial, military and security x-ray imaging.

Operating in such a highly-regulated industry comes with its fair share of compliance requirements. With more than 250 employees employed at two manufacturing plants, including head office personnel, it has become difficult to track the detailed manufacturing and financial data, which is vital to the success of dpiX.

The Challenge

Operating two manufacturing plants simultaneously in completely separate facilitates while adhering to the strict compliance guidelines set forth is a challenge in itself. When you multiply that challenge by the factor that everything from the batch number of the chemicals to the serial numbers for each array must be tracked, it was obvious that a detailed tracking and reporting system was required to keep operations running smoothly.

With dpiX’s rapid growth and gains in the advanced imaging technology field, their business was outgrowing their basic system, SYSPRO, and tracking methodology, Microsoft Excel. One can imagine the chaos that resulted from tracking every piece of inventory and raw material components, to serial numbers of final goods delivered in Microsoft Excel spreadsheets.

“The version control issue was a daily battle,” said Kimberly Skinner, dpiX Senior Financial Analyst. “Not being able to easily calculate depreciation on manufacturing equipment or pull snapshots of financial information

- Shift/plant supervisors have limited view into accurate, real-time raw material inventory levels to execute on current manufacturing orders and new orders coming in, running the risk of depleting raw material inventory during a critical time.

Solution

- Solver’s BI360 solution, on the Microsoft Dynamics® AX platform, provided the centralized data storage dpiX required to provide all areas of the business with access to accurate, real-time information.
- BI360 alleviated the risk and stress around adhering to all compliance regulations as they are now able to track products from raw material batch numbers to final lot numbers, serial numbers and shipping waybills.
- Getting clear visibility into raw material inventory levels at all times during a shift with BI360 gave the shift/plant managers the confidence they need.

exponentially made it nearly impossible to get accurate, real-time data when the executive team or the board of directors requested it.”

Beyond the day-to-day grind of trying to acquire financial data at a high level, the dpiX plant managers were also running into data visibility problems when trying to see raw material. Some materials require extended lead times for delivery, and running out of raw material inventory was a concern without access to accurate, real-time inventory levels.

The Solution

Recognizing that their existing system or lack thereof put dpiX at significant risk, they researched their options. After deciding to upgrade to Microsoft Dynamics® AX, dpiX was referred to Solver’s BI360 solution to acquire the specific tracking and reporting they required.

Unfortunately, transitioning simultaneously to Dynamics AX and BI360 was a steep learning curve for dpiX, not knowing exactly what types of data they could get out of either system. Fortunately for dpiX, Solver was there every step of the way to provide support, guidance and advice on how to get the most out of both the Dynamics AX and BI360 systems.

“Solver has been extremely responsive and helpful with even questions and problems outside the BI360 solution,” explained Skinner. “At one point, I had three developers, Nils (CEO) and Corey (COO) on a support call to help find and define information in Dynamics AX.”

Moving to BI360 alleviated the risk and stress that dpiX experienced trying to use their outdated system and massive Excel spreadsheets to adhere to strict compliance regulations. Beyond resolving compliance issues, BI360 helped answer the questions shift/plant supervisors had been asking about up-to-date inventory details. And since BI360 offers modern Excel-based reporting, user adoption was not a problem as everyone at dpiX was quite familiar with Excel from their previous reporting process.

The Benefits

While it has only been a couple months since BI360 has been in place at dpiX, the results are phenomenal.

“With our old system, if the CFO needed a financial snapshot during month-end closing, it was simply not available,” stated Kimberly. “Now, no matter what time of month it is, we can get executives a financial snapshot any day, mid-day and within 10 minutes.



“We are using BI360 for more than just a financial reporting system; it has helped all aspects of our business including inventory management, equipment depreciation and more,” Kimberly revealed.

Key Benefits

- Financial snapshots that were “not available” during month-end closing, are now available in real-time within 10 minutes and no longer require a financial analyst to create them; they are at management’s fingertips.
- Data is available quicker, with more accuracy, which has led to increased productivity not only in financial reporting but throughout the organization.
- With the help of Solver’s dedicated executive team and consultants, customized reporting and templates have been developed that work the way the business is run.
- Financial reports that were taking 8 hours to produce now can be created in less than 2 hours.
- Revenue reconciliation reports that took up to 5 hours now take only 30 minutes or less.
- Collective reports on plant operations would take 3 hours just to compile the spreadsheet reports from all the managers in Microsoft Access; the data is now available in the centralized data repository where management can access a full report on operations in 30 minutes or less.

Copyright Solver, Inc., 2017

And since everyone has access to the centralized data repository, they can pull the information whenever they need it themselves.”

With BI360, everyone at dpiX is getting data quicker, and with more accuracy, while drastically improving productivity. Not only that, but dpiX is getting data that was not even available to them before, helping them improve Board of Directors reports, customizing reporting around the operations of their manufacturing plants, etc.

“We are using BI360 for more than just a financial reporting system; it has helped all aspects of our business including inventory management, equipment depreciation and more,” Kimberly revealed. “I know we have asked Solver to make BI360 perform tasks and reports it wasn’t even built to do, but they have been more than willing to help develop specific templates and configured the BI 360 solution to work just the way our business does.”

Financial reports that used to take 8 hours to produce can now be created in under 2 hours. Revenue reconciliation that could took dpiX up to 5 hours, with BI360 takes 30 minutes or less.

“We used to collect monthly spreadsheet reports from all our managers to get a complete picture of operations. Consolidating all these spreadsheets into Microsoft Access would take us 3 hours. Now with BI360’s centralized data repository (data warehouse), our managers update the system and we can get a full report of our operations in 30 minutes or less,” Kimberly affirmed.

BI360 has addressed dpiX’s concerns about compliance, financial reporting and inventory management. dpiX is currently working with Solver to create customized report templates for their specific reporting and plant management needs.

The Summary:

Kimberly Skinner, Senior Financial Analyst at dpiX, sums up working with Solver:

“With our old system, if the CFO needed a financial snapshot during month-end closing, it was simply not available. Now, no matter what time of month it is, we can get executives a financial snapshot any day, mid-day and within 10 minutes. And since key personnel have access to the centralized data repository, they can pull the information whenever they need it themselves.”