



# NUANCE

The experience speaks for itself™

## CASE STUDY

### MANUFACTURING INDUSTRY

## Schneider Electric North American Operating Division

### Engineered for success

#### CHALLENGE

- Project managers were bogged down by managing large volumes of paper documents
- Inefficient project management caused severe delays in addressing critical customer issues
- Needed a digitized method for tracking customer requests and project changes
- Small offices required production class copiers for project binder production

#### STRATEGY

- Installed eCopy ShareScan® on 150 digital copiers
- 2,500 employees could easily scan and distribute large volumes of paper
- Created custom application programming interface (API) for integration between eCopy Desktop™ and document management systems

#### RESULTS

- Dramatically improved workflow, allowing time for project managers to address value-add engineering challenges
- Using eCopy Desktop, electronic documents can be easily combined with existing documents
- Streamlined project lifecycle process between sales, manufacturing, operations, distributors, and customers
- Employees can access project information from any Internet-enabled location

#### ABOUT SCHNEIDER ELECTRIC NORTH AMERICAN OPERATING DIVISION

Square D is a market-leading global brand of Schneider Electric for NEMA type electrical distribution and industrial control products, systems and services. Square D products are found in all types of residential, commercial and industrial construction, in a wide range of manufacturing and processing facilities, and in or on the products of other manufacturers. Schneider Electric, headquartered in Paris, France, is a global electrical industry leader with sales of approximately \$14.5 billion (U.S.) in 2005.

*“eCopy has freed our project managers from being consumed with document management, providing more time to solve problems and increase value added customer service. eCopy software is integrated with PTC Windchill and PTC ProjectLink applications on employee workstations. It also is operating on 150 network-attached copiers, serving 2,500 users.”*

— Donald Simon

Business Process Manager

Schneider Electric North

American Operating Division

#### CONSUMED BY A PAPER-BOUND PROCESS...

The North American Operating Division of Schneider Electric operates in a collaborative document environment where the project manager serves as the “traffic cop” for information exchanges throughout project lifecycles. These exchanges had involved large volumes of paper-based information assembled into project binders and included information from internal and external parties, such as sales, manufacturing, warehouse operations, distributors, contractors and end-customers. Consumed by a paper-bound process, project managers were spending too much time as document managers rather than on their primary job - addressing customer issues



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and driving projects to successful completion. In particular, managing the audit trail of customer requests and project changes were time-consuming, cumbersome manual processes.

*“Customers depend on their Square D brand product representative to be responsive to their needs and accurately addressing their issues. eCopy has freed us from document management challenges so we have more time to address customer requirements and provide superior service.”*

— **Donald Simon**  
*Business Process Manager  
Schneider Electric North  
American Operating Division*

### **MORE TIME TO ADD VALUE BY FOCUSING ON CUSTOMER’S TECHNICAL ISSUES...**

The installation of eCopy ShareScan software on digital copiers at Schneider Electric’s North American Operating Division helped to create electronic workflows and improve document management. In addition, employees at the division created application programming interface level integration (API) between eCopy Desktop and their engineering document repositories PTC Windchill and PTC ProjectLink. With eCopy Desktop, users can combine scanned and electronic documents, such as Microsoft Word and Excel, fax, e-mail and CAD files. Using their eCopy equipped copier, Schneider Electric can also scan paper documents into digital form and then annotate documents and store them in either Schneider Electric’s PTC Windchill application for small projects or PTC ProjectLink for larger projects. By leveraging the electronic

workflows created by eCopy, project managers have more time to add value by focusing on customer’s technical issues instead of managing paper documents. They also maintain easy, fast electronic access to project documents from any Internet-enabled location.

### **PRIMARY BENEFIT TO SCHNEIDER ELECTRIC NORTH AMERICAN OPERATING DIVISION WAS AN INCREASE IN EMPLOYEE PRODUCTIVITY...**

“Now the binders - which have hundreds of pages - that provide the specifications and information trail for every project are built using eCopy software from both paper and electronic sources and saved into PTC project files.”

“With eCopy, project managers can look into ProjectLink and see the current status of all important documents in a project. For example, they can check to be sure a project drawing was sent to a client or if material has been released in manufacturing. This helps managers keep their fingers on the pulse of projects.” — *Donald Simon, Business Process Manager, Schneider Electric North American Operating Division*

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