

Success Story: Saint-Gobain Calmar Calmar Deploys MitsuWeb to its Worldwide Manufacturing Facilities

mits
Advanced Reporting & Business Intelligence

Success Story:
Saint-Gobain Calmar

"I used to spend days pulling YTD and historical data from a myriad of sources, reviewing piles of green-bar reports, and manually running the numbers. Now with MITS [Discover], all my reports are downloaded nicely into Excel and I can focus on my own numbers, drill-down by customer or product, and quickly cull it down to the most critical information."

— Bill Riley, Project Manager at Calmar

After years of successfully using MITS for sales analysis, Calmar looks to MitsuWeb to extend OLAP/BI into every department in the company

Company Background

Calmar is a worldwide manufacturer of pump dispensers, nozzles, fine mist and trigger sprayers for the personal care, cleaning, chemical, and pharmaceutical markets. The company was founded more than 50 years ago with the introduction of the world's first all plastic pump sprayer. In 1998, Calmar was acquired by the French company, Saint-Gobain, to complement its existing specialty packaging businesses.

Saint-Gobain, one of the world's hundred leading industrial corporations, operates in 46 countries worldwide and fields a workforce of over 170,500. Its revenue in 2002 was Euro 30.3 billion, equal to approximately 35.1 billion U.S. dollars.

As one of Saint-Gobain's 850 companies, Calmar has six locations: four in the U.S. and two in Europe (Spain and Germany). Its headquarters is located in City of Industry, Calif.

The Challenge

Calmar has been using MultiValue databases for over two decades and on mvEnterprise for the last eight years. Four MultiValue Intel-based SCO/UNIX systems are used at Calmar locations: three in the U.S. and one in Germany.

Tom Phan, is a senior systems analyst with Calmar at the City of Industry headquarters, but after 14 years with the company, is a "Jack of all Trades." He is part of Calmar's international Information Technology (IT) operations, which includes a team of ten individuals: five located in the City of Industry facility and an additional five spread throughout its other plants.

Company Profile

Name

Saint-Gobain Calmar
www.calmar.com

Description

Worldwide manufacturer of pump dispensers, nozzles, fine mist and trigger sprayers for the personal care, cleaning, chemical, and pharmaceutical markets

ERP Software

Custom / Dataworks

Database

mvEnterprise

MITS Reseller

Technical Resource Group (TRG)

Calmar has been using the application from Dataworks (now called Epicor) since it first migrated to a PICK (MultiValue) system about 20 years ago, but has since bought the software license to the source code. Phan explained: "We've modified and enhanced Dataworks so much, it doesn't look like the original solution anymore. It is technically an in-house developed software application."

Phan said because Calmar is an international company, it has critical needs for on-line data analysis among its various sites. "Each location runs independently and the data is consolidated to our headquarter location nightly. I'd been searching for a way to efficiently organize and distribute our data for years-and the MITS OLAP product came through for us to provide many answers for our company."

MITS, the acronym for Management Information Tools Software, is an Online Analytical Processing and Business Intelligence (OLAP/BI) suite of products designed to gather, manage, distribute and analyze data for improved strategic and tactical decision-making.

About five years ago, Phan and his colleagues realized they needed to implement a business intelligence (BI) solution company-wide. "We wanted to find an online product that senior management could easily use and with a simple click of the mouse, see facts and figures like sales and profits," Phan said. "We began by looking at different data mining and data warehousing solutions like Cognos, but they were way over our budget," Phan said. "Then, we brainstormed for about a year to come up with an idea in-house, but couldn't come up with a solution."

Although Phan had spent many years researching a data analysis solution, once he found MITS he moved fast. He remembers, "I was scanning a magazine at lunch one day and spotted an article about MITS. Five minutes later I was in my boss's office proclaiming that we needed the money to purchase this product.

"I couldn't believe there was a product like MITS already out there for MultiValue systems, and I was so enthusiastic," he continued. "I called MITS that day, got the quote immediately, and had the money within a week." This happened in 1999 and Calmar became one of the first customers for Management Information Tool's product on mvEnterprise. Three years later, with the assistance of Technical Resource Group (TRG), Phan's group became a beta site for the new MitsWeb product, and today Calmar has launched MitsWeb to its worldwide sales force.

The Solution

Calmar put MITS into production almost three years ago and today Phan claims, "I know MITS like the back of my palm!" Although a long-time and very satisfied MitsView user, Phan said he was so eager for the MitsWeb solution that he obtained the funds prior to the release of the product. "I told the people at MITS to let me know the minute the Web product was done because I had the money and was ready to buy it!" he said. Calmar installed the product earlier that year.

Because the U.S. operations had been successfully using MitsView for a few years, Calmar decided to test MitsWeb with its European operations first. "When I gave the MITS demo to our European sales and management staff, they were very excited and enthusiastic and wanted it immediately," he said. With the help of TRG (www.picktrg.com), a MITS value-added reseller and support company located in Costa Mesa, Calif., Phan was able to keep the European group happy and implement MitsWeb in a short amount of time. "Thanks to TRG's support and training, the MitsWeb deployment was a breeze and it only took me about a month to master."

With the success of MitsWeb in Europe under his belt, Phan said he is targeting to convert the U.S. from

MitsView to MitsWeb before summer. Today there are approximately 40 salespeople and upper management using MITS in Calmar's U.S. operations, and an additional 20 in Europe. His growth plans for MitsWeb, however, will increase his number of MITS users greatly over the next few years.

"A lot of people think that MITS is only for sales, but I say it doesn't stop here. It goes much further than that," said Phan. Although Calmar's main use of MITS has been for sales analysis, now that Calmar is implementing MitsWeb, Phan said he will be bringing MITS' OLAP/BI capabilities into every department in the company, including procurement, preventive maintenance, assembly, accounting, and R&D.

"MitsWeb just makes my life a lot easier!" Phan exclaimed. "I don't have to load MitsView on every PC, and that saves me a great deal of time. Also, the MitsMaker GUI cube builder product makes the cube building much simpler to do."

Phan also said MitsWeb is saving him time in training Calmar users. "Practically everyone knows how to use the Web, so MitsWeb is just another Web page for them to browse. So it comes with a fantastic, easier learning curve.

"I actually don't train anyone on MitsWeb," Phan continued. "I set up the data cubes, give them the User-ID and the password to log in, and they just sit and click. I created a fact sheet and quick reference card that I send to my users, and they are up and running. They don't bug me with questions!"

Phan said the support from Management Information Tools has been invaluable over the years.

"Words cannot describe how well the people at MITS have supported me," he expressed. "They are professional, friendly, and knowledgeable. Anytime I need them, they are there for me. There's no comparison between MITS and other vendors in regards to support."

When Calmar purchased MitsWeb last year, TRG became the direct support company for Calmar's MITS implementation. "It's great to work with TRG because they are a local company and always available," Phan said. "TRG is a perfect fit for the MITS product, because its service is just as excellent as that from Management Information Tools. The TRG staff provides quality service and a professional attitude. The best part is, they always deliver on time, follow up to make sure that I am satisfied, and ensure that my projects are done."

The Results

Before installing MITS, Phan said he spent every Monday sending out a full box of paper reports to salespeople and management. Now, he only prints about 1/8 of that amount. "I would have 22 salespeople and eight managers requesting reports on a regular basis-some wanted it sorted this way, others sorted that way," Phan remembered. "This used to take up all of our IT resources for other projects. MITS has given us more time to do other assignments for other departments."

Has everyone accepted MITS as enthusiastically as Phan? Phan gave an emphatic yes. "They have to accept it because we don't mail out the sales reports anymore! They can only get the information from MITS and if they don't use it, that's their business. I call it tough love!"

Bill Riley, a Calmar product manager based in Cincinnati, Ohio, accepts Phan's "tough love" with open arms and said his biggest timesaving from using MITS comes at year-end. "I used to spend days pulling YTD and historical data from a myriad of sources, reviewing piles of green-bar reports, and manually running the numbers," he explained. "Now with MITS, all my reports are downloaded nicely into Excel and I can focus on my own numbers, drill-down by customer or product, and quickly cull it down to the most critical information."

He continued to say, "MITS is also a great tracking tool, because it allows me to spend more time making sales calls and less time preparing reports. It has become my one-stop source for quick answers and an overview of where my customers are according to our budget, without having to pull data from a so many different places."

Riley explained that some of his customers order products from numerous Calmar plants, and before using MITS, he would have to spend hours contacting each plant location to obtain the data and do the calculations. With MITS, it takes just minutes to gather the same information. "I use MITS before visiting clients to see where sales are with that customer versus what we budgeted for them. If sales are up or down, I can drill down to get the specifics and alter my sales call if needed. It looks like I'm keeping my fingers on the pulse of their business!"

According to Phan, many more of Calmar's sales staff also considers MITS an essential tool for reviewing their own sales data before going into meetings with customers. "MITS is enabling them to talk more intelligently with clients," he said. "And as I develop more cubes for more departments, I see MITS continuing to help our company make more profit, and cut more costs."

Although Phan won't call himself the "hero," he does admit that MITS has given him job security. "I spend about 25% of my time on MITS, so that's a big reason why I have a job here," he said.

For more information on MITS please contact Technical Resources Group at info@picktrg.com or (949) 296-8380.

Technical Resources Group (TRG) is a certified MITS reseller

