



## Case Study Overview

Edwards Technologies, Inc. was in search of a system to manage their overall operations while gaining valuable insight on organizational progress. The legacy systems using excel spreadsheets had become cumbersome and very difficult to maintain. They sought a solution that was affordable, flexible and scalable across all divisions, to capture their unique process needs. After extensive research on software solutions, Intellect offered the flexibility, control, ease of use and workflow capabilities significant to meet their unique requirements.

## Company

Founded over 25 years ago, Edwards Technology, Inc. (ETI) designs audio visual entertainment technology for retail stores, theme parks, corporate headquarters, museums, libraries, casinos, restaurants and entertainment venues worldwide.

Edwards Technologies is enhancing customer experience everyday for big clients including Disney Retail Stores, Universal Studios, Legoland, Kansas City Royals Hall of Fame, Volkswagen Autostadt, National Infantry Museum, and the International Spy Museum.



## Challenges

### Challenges

#### Edward Technology automates Project, Order and Issues Management on Intellect

Edwards Technologies was dealing with rapid growth, having recently acquiring very large projects with high visibility. Their challenges included ensuring that products ordered were delivered on time, project issues were addressed effectively and projects completed on deadline. Managing their day to day operational and workflow processes as well as retrieving pertinent information all in one centralized location became a major undertaking. The manual process of storing documents in various folders on their network server, tracking and managing their project statuses via Excel and other programs were no longer effective, while visibility into projects and overall accountability was slipping.

Another challenge was the communication barriers between internal departments. Each department was spending a lot of time conveying real time progress and identifying bottlenecks.

They sought automated solutions that would help them with project management, streamline field installations, manage shipping and receiving and issue tracking. They began searching and comparing asset management to business process management software.

## Solution

ETI wanted a solution that was flexible, met their special process requirements and fit within their budget. After careful consideration, they realized that with the Intellect platform, one solution could address all of their unique process needs in one environment.

“After reviewing many solutions that fit our budget, Intellect offered the only logical choice with features unrivaled in today’s markets” said Travis Downing, IT Manager. “The platform enabled us the ability to expand the processes, robustness and grow within the company at no additional cost.”

## Results

Intellect helped launch successfully Edwards Technologies project, order tracking and issue management processes. The successful deployment of the platform has increased their efficiencies and productivity tenfold. In addition, communication between the departments has improved considerably, with dashboards and intelligence enabling them to attain data on work trends and patterns.

In addition, they adopted the platform and received full training, enabling them to make changes in real time without additional purchases, upgrades or help from Intellect professional services personnel, ensuring that their processes are kept up to date as the company grows and their processes change.

“Changes and evolution without additional software cost...PRICELESS”

**-Travis Downing, IT Manager Edwards Technologies, Inc.—IT & Media**