

Case Study Overview

National Signs was in search of a system to manage their projects in production 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.

National Signs

National Signs, founded in 1992, is an internationally recognized sign manufacturer. The company is a total solution provider managing projects from initial proposal to the final installation tracking every detail of the signage process, allowing their clients to stay focused on their business at hand.

National Signs boasts a roster of global clients, across many industries from healthcare, to financial institutions, house of worship and many others. The company takes pride in their high-quality products and services and a team that is dedicated to each project's success.

Challenges

National Signs Challenges

Increased production and a growing workforce

National Signs expanded their operations globally and that led to manual processes with too many people not communicating effectively. While the company intranet provided valuable information and was used on a daily basis, it did little to improve processes, spawn innovation, or create a sense of company culture.

One of the main challenges for National Signs was tracking orders across the organization. With constant changes on orders, the production team's manual process of writing jobs on pieces of paper as well as printing out drawings and physically handing out to each person their specific job for the day, not only wasted time, but created confusion and increased printing costs.

With National Signs existing systems and processes, it was difficult to remove barriers that would allow employees to communicate anywhere, anytime, working together across the organization.

Solution

The trigger for Business Process Management Software

National Signs first explored an MS Excel solution which was discarded when they realized the complexity and confusion that a spreadsheet solution would cause. Hussain Ali, National Signs' IT Manager, was then introduced to the Intellect SaaS Business Process Management (BPM) platform through one of Intellect's partners. Hussain was immediately impressed and convinced it was the right solution for National Signs. After presenting a custom demonstration of their process to senior management, it quickly became apparent that it was the right solution for the right price.

With Intellect's SaaS BPM platform, important benefits like transparency and collaboration would be easily realized, unlocking opportunities and sharing best practices across the organization. The trigger for Business Process Management Software became apparent with accelerated global expansion and a new company strategy predicated on sharing knowledge while communicating effectively within the organization.

Results

National Signs' Project Tracking System (PTS) was up and running within a few weeks. The implementation was broken up into several stages. After the implementation of the Intellect Business Process Management platform, National Signs reduced their printing costs by 40%. They were also able to optimize their production processes to better communicate and work effectively across all channels. In addition, National Signs continues to improve the development and optimization of their Project Tracking System to meet their business needs.

"What's great about the Intellect platform is the ease of development. I have a little knowledge of programming but I am not a programmer. All you need is an understanding of the business and the ability to translate that into logic."

—Hussain Ali, IT Manager – National Signs.