



Client:

Burner Systems International, Inc.
Chattanooga, TN

Description:

Engineers and manufactures burners, manifolds, and lighter tubes for the gas industry.

Client since:

May, 2005

Answered by:

Tim Frost, Vice President of Engineering

Case Study Interview

What were some of the top problems and / or issues you were facing when you first began looking for project management software?

Prior to EnterPlicity, our home grown project management system was not capable of communicating and reporting project tasks to our global organization. We have a centralized product development department in Chattanooga, and associates at each of our five manufacturing facilities must participate in our product development process. It was previously simple enough to communicate a task to one of our associates, but it was not easy to request a task and provide the project context for the task. Information such as part drawings, anticipated annual volumes, required dates, other tasks associated with the project etc. often have a significant impact upon the completion of any given task.

Another complexity of project management that our home grown system could not accommodate was real time reporting of task and project status. Our administrator could update schedules and redistribute reports, but this information was always delayed due to the high volume of ongoing projects.

EnterPlicity overcomes these issues by providing a repository for all relevant project documents and providing real time project and task updates for a very large quantity of projects. In addition, through EnterPlicity, we get the benefit of real time project status without the need for a dedicated data input person since the data input is provided by the person who scheduled or completed a task.

What is the approach that you have taken to implement EnterPlicity and project management in general?

Our approach to implementing a global project management system involves two components: a system for scheduling, tracking and reporting project information and a project management procedure. After evaluating numerous alternatives for managing our

projects, we chose EnterPlicity because it was our opinion that EnterPlicity had all of the capabilities that we needed yet was simple to manage and simple in its presentation of project information to our users. Another key benefit of this system is that project information is available to our associates anywhere in the world since it is web based.

The second component of our approach was to develop a new procedure for projects that would allow us to take full advantage of the capabilities of EnterPlicity. The procedure that we ended up with divides projects into six stages, and the inputs and outputs for each stage are clearly defined. These inputs and outputs are essentially the tasks that must be scheduled in EnterPlicity. The success of any new system is dependent upon the effectiveness of the training and therefore the buy in of the participants. Simplicity is critical. By training our associates on the inputs and outputs that are required for each project, they have a better understanding of the tasks that are scheduled for them, and they understand how these tasks fit into the overall context of the project.

What are the results that you have achieved through the implementation of EnterPlicity and project management in general?

BSI has grown rapidly in the past ten years through the acquisition of three competitors. One of the biggest challenges that we have faced integrating these companies is communication. It is difficult and time consuming to direct all of our associates toward our common objectives. This difficulty is compounded by having facilities located in four different countries.

By implementing EnterPlicity, we have experienced a tremendous benefit in our ability to communicate project information throughout the organization. This system allows us to collaborate efficiently without regard to time zones, and keeps everyone focused on the projects that have been identified by management.

It would be difficult to determine a performance metric improvement that could be

attributed to our new project management system since our company and products have changed so much. However, it was generally acknowledged that our performance in completing projects efficiently was previously not a strong point of the company. Today, project management is viewed by our associates, our customers and external auditors as one of the strongest aspects of the company.

Is there any other information that you feel is relevant?

By implementing a new project management procedure that utilizes EnterPlicity as a core component, we were able to achieve ISO registration and to successfully complete numerous customer audits with very positive reviews.

In my mind a project management system is essential in any organization. The key decision is which system to implement. Looking back I would chose EnterPlicity again. The combination of high end capability and simple user interaction is powerful especially if you believe as I do that confusion is the biggest obstacle for any system implementation.

About EnterPlicity

EnterPlicity is a web-based hosted or installed project management software system that provides an effective solution to the inadequacy of stand-alone tools and the inflexibility of overly complicated systems.

Find out the benefits that organizations such as Xerox, US Army, NORCAL Mutual Insurance, AVON, Just Born, and others have seen through implementing EnterPlicity as an easy-to-configure, cost-effective, yet full-featured project management system.

Learn More

Visit our website at:
<http://www.enterplicity.com>.

Contact us directly:

Team Interactions, Inc.
1739 Melrose Drive, Suite 100
San Marcos, CA 92078

P: 760 655-4055
F: 760 655-4017
E: info@teaminteractions.com