IDEX HEALTH & SCIENCE INCREASES CAPACITY BY 367% WITH WORKFRONT ENTERPRISE WORK CLOUD®

The engineering team at IDEX Health & Science had taken their homegrown PM tool to the breaking point with minimal results. Workfront enabled them to take their work management to the next level.

IDEX

📖 IDEX Health & Science

🏢 Analytics Instruments

👥 550 Employees

🔗 www.idex-hs.com

📍 Lake Forest, Illinois

AT A GLANCE

CHALLENGES

- Manual, time consuming processes detracted from critical engineering work

- Lack of visibility caused projects to be delayed or even forgotten

- Homegrown tool was inadequate, crashed regularly

BENEFITS

- Increased visibility allowed team to resolve bottlenecks and improve processes

- Turnaround time on customer quotes decreased from 14 days to 5 days

- Annual project capacity grew from 6 projects to 28 projects

367%

PROJECT CAPACITY INCREASE

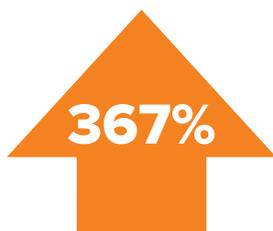In two years, the team's annual project capacity grew from 6 to 28.

BREAKING POINT

From multiple facilities across several states, IDEX Health & Science designed, developed, and manufactured nine different product lines of fluidic subsystems. While some of their projects were executed completely at one location, others were executed by engineers at multiple locations. In early 2008, the engineering team was tracking their projects in a homegrown tool, shared folders, and email. Vice-President of Engineering Kurt Pickle could see that, for an excessive amount of manual work, this messy process gave him and his team only a fraction of the visibility they needed.

To track down project updates and keep their spreadsheets updated as frequently as Kurt wanted, many engineers were forced to spend up to 15 percent of their time tracking down stakeholders at various buildings. They spent hours in meetings or digging through emails, rather than focusing on their primary engineering tasks. Other engineers refused to track their projects in spreadsheets but used other methods, which made it even harder to aggregate the team's data.

Despite so much effort, the homegrown tool was incapable of delivering even basic visibility. Kurt and his Director of Engineering, Scott Ellis, couldn't view their projects at a portfolio level. Often, projects were accidentally removed from the spreadsheet and were simply forgotten.

Eventually, the team's homegrown tool was unable to keep up with their needs, which consumed half of their time in administration and support. The last straw came when the Excel spreadsheet became so sophisticated, and filled with so much data, that the program began crashing regularly. Kurt and Scott knew they needed to find a professional solution.

BEYOND PROJECT MANAGEMENT

Kurt and Scott began looking at project management tools. Microsoft Project Server didn't have the flexibility or user-friendliness they were looking for and would require extensive training for their team. Basecamp, on the other hand, was too basic for the team's needs. It was a demo from an Workfront sales representative that finally caught their attention.

Workfront would give Kurt's team the ability to customize the solution to their various activities—beyond just project management. Moreover, Workfront was intuitive enough that the team would adopt it quickly, but still robust enough for the level of data-collection and reporting that Kurt hoped to achieve.

IDEX Health & Science signed on with Workfront and began their implementation in 2008.

ENABLING BETTER PROCESSES

Workfront was piloted with Scott's team for 12 months before being expanded to the remainder of their operations: Supply Chain, Quality, Manufacturing, Engineering, Sales, and more. The solution soon began generating the visibility Kurt had been seeking into project activity and other engineering activities.

As the team automated the gathering of data in Workfront, Kurt and Scott suddenly had a real-time view into every project and their entire portfolio. They could see how many engineers were on each project, what each team member was working on, and how long projects were taking to be completed, even across teams at multiple locations. By monitoring different points of the product development process in Workfront, they could spot bottlenecks and make data-driven decisions to fix their processes.

14 TO 5 DAYS

DECREASED QUOTE TURNAROUND

As Workfront, increased visibility into requests, customer quotes could be turned around in 5 days, instead of 14.

"The complexity of what we were trying to do just started sucking up so many resources to administer. Half our time was spent administering and supporting our home-built tool. That was the final straw for us to say we needed to find a professional solution."

SCOTT ELLIS
Director of Engineering
IDEX Health & Science

Workfront changed the way the engineering team had been working. Instead of spending their time maintaining spreadsheets and chasing down updates, the engineering team now had a tool for increasing stakeholder input, holding them accountable, and investing them in the process. The need for meetings decreased as team members began to collaborate and prioritize their workloads virtually within Workfront, allowing them to work faster. For instance, turnaround time on customer quotes shrank from 14 to five days.

As the team used Workfront to help their organization to mature, their annual project capacity grew from six projects to 28. They harnessed their burgeoning amounts of data in Workfront into a single dashboard to display the health of their product development process to the rest of IDEX.

ABOUT WORKFRONT

Workfront is a cloud-based Enterprise Work Management solution that helps marketing, IT, and other enterprise teams conquer the chaos of excessive email, redundant status meetings, and disconnected tools. Unlike other tools, Workfront Enterprise Work Cloud is a centralized, easy-to-adopt solution for managing and collaborating on all types of work through the entire work lifecycle, which improves team productivity and executive visibility. Workfront is trusted by thousands of global enterprises, like Cars.com, Cisco Systems, Covario, National Geographic, Schneider Electric and Trek.

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