

▶ Andersen® Corporation

“We design, manufacture and distribute innovative window and door products, not software. SSA Global’s solution enables us to focus on what we do best.”

— JAY JUNKER, MANAGER – BUSINESS APPLICATIONS DELIVERY, ANDERSEN CORPORATION



“We discovered unexpected features and benefits from SSA PDM because it’s an out-of-the-box solution that solves a wide variety of business problems.”

— JAY JUNKER, MANAGER – BUSINESS APPLICATIONS DELIVERY, ANDERSEN CORPORATION

► access and track product development information.

Business Issues

Andersen Corporation supplies window products tailored to regional building preferences and architectural trends. While specialty windows represent only a portion of the company’s revenues, they provide essential support to the rest of the company’s product line. The ability to deliver specialty windows greatly improves the likelihood of securing the whole order for the entire house.

The Company

Andersen, a privately owned company, is the world’s leading innovative window manufacturer. The Andersen brand is the most recognized and used brand in the window and patio door industry, relying mainly on its superior performance, reliability and integrity.

What’s Critical

Andersen’s document management capability is critical to the design process as the company continuously creates new designs to meet market demand. Until recently, Andersen’s product designs were either stored on paper, digitally in central repositories, or scattered on employees’ hard drives. Keeping track of revisions from department to department was challenging and considerable time was spent on copying documents and tracking design changes.

With SSA Product Data Management (PDM), Andersen can now electronically track the status of product development

projects, provide access to the most current documentation, maintain a historical record of design changes, and

company	Andersen Corporation
solution	SSA Product Lifecycle Management (PLM)
product	SSA Product Data Management (PDM)
industry	SSA for General Process Manufacturing
customer revenue	USD \$1B
number of employees	8,500
country	USA

collate data from various design tools and users into one central repository where it can be accessed by a number of different business functions.

Finding the Right Solution

Andersen selected SSA PDM to help it strategically plan for its product lifecycle needs as the company continues to grow. Now, its design teams can efficiently access and track the status of projects at any stage of design and development. Andersen can also reuse product information in an efficient way by making it accessible to other business functions such as purchasing, sales and finance.

Implementing Fast

SSA® PDM automated operations in Andersen’s engineering, quality, and product design projects. The solution includes functionality for product documentation and document record vaulting. In addition to the core features, Andersen found the solution offered much more than just vaulting product drawings.

The company is constantly finding ways to extend the components of the document management capabilities within their business. “We discovered unexpected features and benefits from SSA PDM because it’s an out-of-the-box solution that solves a wide variety of business problems,” said Jay Junker, Manager — Business Applications Delivery, Andersen Corporation.

Andersen is pleased with the speed of implementation enabled by the SSA Global solution. “Typical upgrades take only 4 days,” said Junker. The system is now handling over 40,000 documents, including all versions, resulting in a streamlined product information creation process and a near tripling of its user base from 328 to just over 900.

“SSA PDM is focused on delivering functionality essential for ‘best practices’ in design, development and production processes.”

— JAY JUNKER, MANAGER – BUSINESS APPLICATIONS DELIVERY, ANDERSEN CORPORATION

▶ streamline new product development processes.

Making it Pay

Streamlined Processes.

SSA PDM allows Andersen to track engineering changes and improve efficiency to streamline the process of new product development. “Like most companies we are constantly looking for ways to maximize our IT investment,” continues Junker, “SSA PDM is focused on delivering functionality essential for ‘best practices’ in design, development and production processes, which SSA Global could not have accomplished without a ‘real world’ understanding of the manufacturing industry.”

Extended Capabilities.

In Engineering and Quality, Andersen estimates a more than 200 percent ROI with payback in as little as three months. In document vaulting, they expect a 32 percent payback in just over two years. Since implementing, the solution has been extended to the Human Resources and Benefits department to maintain its employee records.

Operational Efficiency.

With computerized records, personnel files for every employee can be confidentially maintained. And all related forms, including employee insurance, 401(k) pensions, payroll, and health services, can be linked to the relevant employee folder, creating a single data source for employee information. “With very minimal training of the user group, the system has worked very well,” Junker reported. The HR payroll project promises a 46.8 percent ROI, in an estimated 1.3 years.

Forward Faster™ — Into the Future

“We are exploring opportunities for additional SSA Global solutions in the future and are optimistic that there are going to be some really solid opportunities to develop a collaborative solution that we can extend to our external suppliers,” concludes Junker.

about SSA Global

SSA Global™ is a leading provider of extended enterprise solutions for manufacturing, services, and public organizations worldwide. SSA Global offers a full range of integrated extended solutions including corporate performance management, customer relationship management, product lifecycle management, supply chain management and supplier relationship management. Headquartered in Chicago, SSA Global has 121 worldwide offices and its product offerings are used by approximately 16,000 customers that represent market-leading companies in over 90 countries. For additional information, visit the SSA Global web site at www.ssaglobal.com.



forward faster

contact SSA Global

Global Headquarters

500 West Madison Street, Ste. 1600
Chicago, Illinois 60661
U.S.A.
T +1-312-258-6000
F +1-312-474-7500

Asia, Pacific & Japan

T +612-9855-7100
F +612-9855-7298

Europe, Middle East & Africa

T +44-1276-417-200
F +44-1276-417-201

Latin America (Brazil)

T +55-11-5508-8800
F +55-11-5508-8801

Latin America (Mexico)

T +52-55-52-01-55-00
F +52-55-52-01-55-90

Please contact your local SSA Global office regarding availability of products in your region.

© 2004 SSA Global Technologies, Inc. All rights reserved.

The SSA Global logo, SSA Global and forward faster are trademarks and SSA and BPCS are registered trademarks of SSA Global Technologies, Inc. in the United States and/or other countries. IBM, eServer, iSeries, AS/400 are registered trademarks of International Business Machines Corporation; Andersen is a registered trademark of Andersen Corporation. All other company, product, trade or service names referenced are trademarks of their respective owners.

www.ssaglobal.com