

Rad Data Communications, Sequence Case Study

With over 1000 users in 100 countries RAD Data Communications offers an impressive array of innovative access product solutions to serve the technological and business requirements of service providers, carriers and enterprises. **In 2000, RAD began implementing Workflow management in order to streamline and manage the company's various R&D processes and projects. Since then, RAD has reduced R&D times as well as product time-to-market, using Sequence to initiate, direct, monitor, and track business-related processes in R&D projects.**

Who: Established in 1981, privately held RAD Data Communications is internationally recognized as a leading manufacturer of network access equipment for data communications and telecommunications applications. RAD incorporates a broad range of technologies, and its product portfolio spans multiple technologies across a broad product base. RAD's multidisciplinary approach enables the company to quickly develop solutions for a wide range of applications and technologies. Almost 30 percent of company employees are involved in R&D. Development flexibility also enables the company to customize product design to serve niche markets and OEM requirements.

Need: As a company with considerable investment and focus on R&D, RAD recognized several areas in which the need for business process management became acute: (1) Streamline, manage, and monitor R&D projects (2) Set accurate and quantifiable standards by which to judge the efficiency of the company's R&D processes (3) Maintain customer-required R&D schedules (4) Reduce R&D projects' turn-around time to beat the competition's time-to-market.

Solution: The first Sequence application that was implemented in RAD Data Communications was an R&D process management application aimed at providing total control over R&D projects: from the initial concept stage to the marketing and release. As a result, RAD began conducting QA (including UAT) testing in the company's offices, leaving only Beta testing and on-site testing for the customer's site.

This process necessitated efficient data management, and led RAD to launch a data-gathering system, in which the various sources report on real-time progress vs. the project's planned schedule. Additionally, R&D needed to track all the projects in the company. Department heads found it difficult to get a clear image of the overall schedule based on the individual project schedules: they needed a clear and complete picture in order to allocate personnel and resources efficiently. Previously, monitoring was performed via an Excel sheet, manually updated by the various department heads. Sequence introduced automatic process management, which enabled managers and supervisors to receive real-time project status and analysis, and respond accordingly.

Why PNMsoft: RAD examined several available systems, some of which were eliminated because of their size and inflexibility. Eventually PNMsoft's Sequence was selected due to several critical factors, which led RAD in its choice of provider: (1) Sequence is a scalable, flexible solution that grows with the company's needs (2) Open Platform - enabling RAD to tailor the solution to its unique needs on an ongoing basis (3) Rapid Development Platform - Sequence enables fast development and implementation of end-user designed processes and solutions (4) Minimal Support - Sequence does not require considerable training or technical support, due to its "No Coding, No Programming" approach.

PNMsoft solution's flexibility and adaptability enabled the company to tailor processes and provide RAD with a custom-made solution - rapidly and efficiently.