priority™

Customer Case Study

Company SMI Group | Manufacturer of hostile environment cable systems
HQ Andover, UK
Industry Manufacturing
Partner Medatech

The Challenge

Needed for a better way to manage production operation becauase existing systems could not cope with increasing volumes.

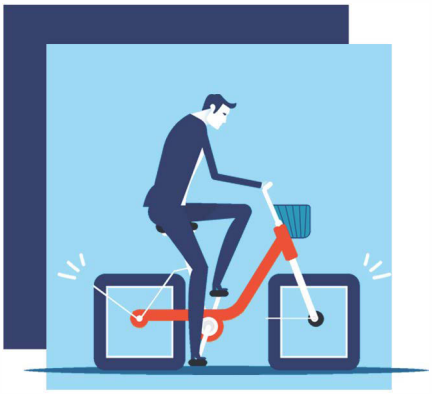
The Result

SMI Group is able to manage its stock inventory at the level required for uninterrupted manufacturing operations.

About | SMI Group

SMI creates the central nervous systems of platforms operating in hostile environments, including naval ships, submarines, aircraft, marine renewable power generation and land transport. SMI has an unblemished record for reliability, with over 10,000 installations and zero failures.

In addition to installations in aerospace, energy and transport infrastructure, they are the preferred supplier for through-hull penetrators and connectors to the British Royal Navy's nuclear submarine and surface fleets. ISO 9001:2015 approved, SMI is the only company to continuously hold a Ministry of Defence Capability Approval Certificate for 27 years.

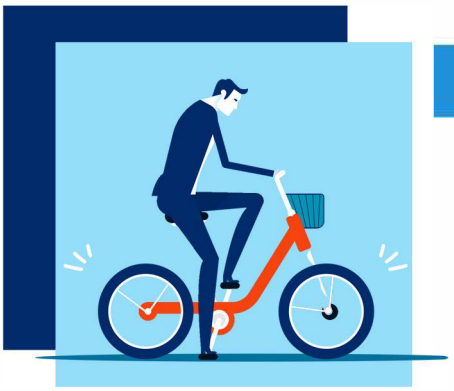


The Challenge

Multi-skilled account management teams work with customers from project initiation to offer bespoke, precise, best of breed solutions. Fully supported by in-house design and engineering teams, plus state-of-the-art JIT manufacturing facilities, to provide timely delivery with 'right first time', every time deployment.

Designed for purpose and produced to the very highest standards, SMI's molten pressure moulded cable systems are manufactured with carefully selected materials, including Polyurethane, Polyethylene and Elastomers, to form the highest integrity, situational resilient, dual jacketed connections for hostile environment deployment.

Due to accelerated company growth, Keith Wells, SMI's CEO, needed a better way to manage production operations because existing systems could not cope with increasing volumes. Existing systems also didn't provide some specific functionality that was required to support customers, modernise processes and develop new efficiencies.



The Solution

5 solutions were reviewed in detail to create a shortlist of two. After vendor demonstrations were complete, SMI elected to go forward with Priority.

Medatech, a Priority customer technical services provider, implemented a complete Priority solution. It covered all areas of SMI's business, integrating their departments within a single database. The solution consisted of the full Manufacturing suite, including integrated CRM and Financial modules. The Project Management module was also added to deliver the project-based processes and functionality SMI needed to support its work with defence-sector customers.

The Result

The Priority implementation has so far achieved:

- Increased System Users - SMI's utilisation of the system has gone from strength to strength, with its number of system users more than doubling.
- Customized Functionality - required to support the unique needs of SMI's market segments, which in turn allows streamlining of processes, helping to save time and therefore cost.
- Single Database Integration - the solution covered all areas of SMI's business, integrating their departments within a single database.
- Full Manufacturing Suite - integrated CRM and Financial modules.
- Project Management Module - added to deliver the project-based processes and functionality SMI needed to support its work with defence-sector customers.

Having seen the benefits of regular solution upgrades, SMI signed up to receive programmed upgrades on an annual basis, enabling the company to remain at the forefront of technology.

> "Utilisation of the system has gone from strength to strength, with the number of system users more than doubling."
>
> Keith Wells, SMI's CEO

Want to see Priority in action?
Find out how Priority can power your processes, increase efficiency and productivity, and help you grow your business!

Schedule a no-obligation product demo with one of our experts >>