

## Company Profile/Overview

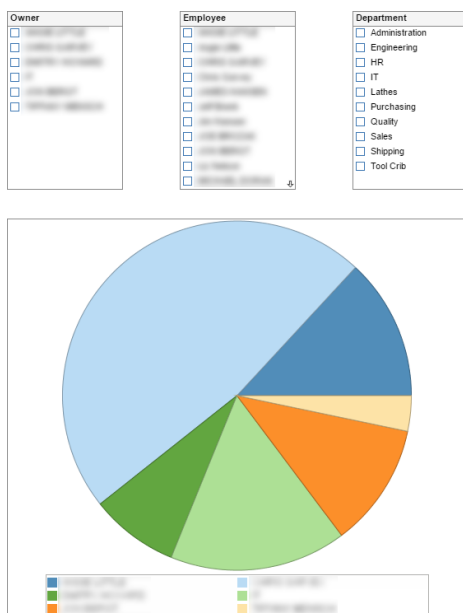
Established in 1989 and located in Fridley, Minnesota, Brenk Brothers is a precision machining company routinely involved in close tolerance (less than .0005") CNC milling (including fifth axis capabilities), turning, and wire EDM. Their ever-growing team of highly skilled machinists work closely with the aerospace, aircraft, defense, data storage, medical, printing, and pump industries, offering cost-reducing suggestions while improving function and manufacturability. Offering old-fashioned customer service combined with up-to-date technology, Brenk Brothers is constantly investing in and operating the latest in advanced manufacturing equipment, making better parts in less time and at a lower cost.

## Problem/Challenge

Before adopting InetSoft's Style Scope, information delivery at Brenk Brothers mainly consisted of reports that were produced for monthly meetings with executive management. These relatively simple reports were produced by hand-running SQL queries, then exporting the data into Excel for manual modifications and chart building, then converting them into PowerPoint presentations for better display. The problem with this tedious process was that if something was not quite right with the report, or if a new informational need arose, they had to go all the way back to the drawing board, writing new SQL queries and restarting the process. This would sometimes have to be repeated several times for a single report.

This stimulated a search for a BI tool that would make analysis and information delivery easier, for both the end user and the IT department. While Brenk Brothers did not want a tool that required large amounts of IT time for modifications, they also did not want to have to rely on a BI vendor to make modifications for them.

## A Brenk Brothers IT Ticket Status Dashboard



### IT Ticket Status

Ticket ID	Owner	Employee	Department	Description	Last Edit
2023			IT	Dima - Can we maybe add the space character to the tag in the knowledgebase?	10/05/2016
1971			IT	Dima - For the doc change system, it is allowing doc owners to sign off documents without checking "users"	11/08/2016
2103			IT	Reapply CNC-RO Permissions to Abes drive.	12/02/2016
2089			Administration	Garvey - Talk to Jim about adding a "job packet required" checkbox to purchase order lines. This will be for	12/05/2016
2184			Shipping	Garvey - Look into SHP-3-08. Section 4 is obsolete. Determine the following:	12/05/2016
2198			IT	Garvey - Look into creating a dashboard to analyze setup nonconformances.	12/08/2016
1401			IT	1.) Get Jeff's iPhone 4 backed up. - Done 09/30/2015	12/15/2016
1556			IT	Not being able to open a SIU sheet from the priority list or an INSP Sheet not being added to the list of upon	12/15/2016
1746			Administration	Phone Messages / Auto Attendant	12/15/2016
1768			Engineering	Job Archives	12/15/2016
1772			Quality	Materials Checklist	12/15/2016
1897			Sales	NCR Overview	12/15/2016
1938			IT	Resolve IO issues on all new Fanuc EDMs.	12/15/2016
1944			Administration	Update the setup times analysis spreadsheet.	12/15/2016
2056			Quality	Garvey - Look into the September measurements and review the ones that were fails to ensure that they are	12/15/2016
2136			Tool Crib	could we make the single tool offset print outs half the size that they are now	12/15/2016
2155			HR	Cannot print first report of injury form off of intranet. It is under the safety section.	12/15/2016
2174			Engineering	Garvey - Look into:	12/15/2016
2182			Purchasing	Garvey - Get a count of the Get M1 updated so they are backflushed	12/15/2016
2257			IT	Angie - if you would like the new Toolboss to have a static IP address, please provide me with the IP you wa	12/28/2016
2279			IT	Chris - When I deleted ray's mailbox, I think I deleted his ad account. I recreated his account but I cannot ge	01/04/2017
2238			IT	Form change request: would like to add a QC REQ's sign off box to BBI JOB CHANGE form. Low priority. A	01/12/2017
2309			IT	A - Sara B finance crashing issue	01/23/2017
2355			IT	Update Employee Handbook to reflect the new Appendix A email/text option.	02/08/2017
2340			IT	Start mapping out some plans for an automation management dashboard. This should start with targetin	02/10/2017
2267			IT	Garvey - Talk with people to determine whether or not we want to require the requested by field on purchas	02/10/2017
2360			IT	For scheduling tool, if a lead time exists in an RFG tied to an operation, have this override any other values	02/10/2017
2302			IT	QC switch not plugged into the battery backup. Not urgent (until the summer when the power goes out eac	02/15/2017
2366			IT	Chris - Jeremy had some questions about the Master Setup Sheet. He wanted to know if he could re	02/16/2017
2177			Engineering	Per conversation with Garvey, recommend linking Scheduled Start Date on main Job Entry screen to start	02/24/2017
2206			IT	Garv - Please go through Pete's old home folder. Then unshare, then delete.	02/24/2017
2356			IT	Create a spot on the computer help intranet page and add the softros doc. possible add the wellington secur	03/06/2017
2320			IT	A - Investigate why drives are not mapping. Getting other reports outside Gary now.	03/07/2017
2101			IT	SSD Upgrades - Get everyone in the office upgraded to a SSD. I believe the list has everyone in it.	03/09/2017
2396			IT	A - UPS Workshop 2017 Upgrade	03/10/2017
2383			IT	Jon - We need to increase the control over who can disposition various types of NCRs. Below is a rough gu	03/13/2017
2382			IT	Jon - Develop an MIP script that will find all job lots that:	03/13/2017
2407			IT	Is there a visual/voicemail option for our phones? Jeff mentioned it would be nice to be able to see who call	03/14/2017
2255			IT	Rename MJB's pc to EN103	03/15/2017

When InetSoft was compared with several other solution providers, the difference in price was immediately apparent. One solution provider offered to build a custom API that would enable Brenk Brothers to build all of their own dashboards from scratch - but for ten times the price of InetSoft's solution. Another offered a solution with attractive dashboard templates, but along with a price tag five times that of InetSoft, any major dashboard modifications would have required the vendor's help, at an additional cost.

## Solution/Requirement

Brenk Brother's staff was immediately impressed with InetSoft's ease of use from the first demonstration. They realized that with the tool they could not only build dashboards that would automate their monthly reports, they could also easily modify those dashboards to fit new business questions, without even needing technical help.

While Style Scope was selected primarily for executive monitoring, the tool's intuitive functionality and DIY flexibility has since inspired a broad variety of applications across the organization. One way the tool was used early on was to establish real-time priority lists on monitors throughout the workshop, displaying information as it comes into the central ERP system, giving managers and workers a clear visual way to see and understand how various initiatives are coming along. Contrast this with the previous reporting which required data to be manually exported from the ERP system and processed.

## A Brenk Brothers Monitoring Dashboard

### Upcoming Delivery Review

**Sales Person**

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**Customer ID**

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**Late**

 Late  
 Upcoming

**Calendar**

March 2017							March 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	1	2	3	4	26	27	28	1	2	3	4
5	6	7	8	9	10	11	5	6	7	8	9	10	11
12	13	14	15	16	17	18	12	13	14	15	16	17	18
19	20	21	22	23	24	25	19	20	21	22	23	24	25
26	27	28	29	30	31	1	26	27	28	29	30	31	1
2	3	4	5	6	7	8	2	3	4	5	6	7	8

**Upcoming and Late Deliveries**

Customer	PO Date	Sales Order	Line	Dely Part Number	Part Name	Dely Qty	Due Date	Job Number	BBI Notes
	09/08/2016	16218	13	9		48	04/04/2017	25243	
	09/08/2016	16218	15	8		42	04/04/2017	25407	
	11/02/2016	16394	1	2		25	04/04/2017	25329	
	10/06/2016	16301	19	3		6	04/04/2017	25303	1pc /plane
	10/06/2016	16301	20	3		6	04/04/2017	25281	1pc /plane
	10/06/2016	16301	2	3		24	04/04/2017	25273	4pc /plane
	12/05/2016	16510	1	1		6	04/04/2017	25439	
	07/28/2016	16071	9	8		18	04/04/2017	24864	
	02/16/2017	16774	1	2		4	04/04/2017	25640	
	07/28/2016	16071	2	8		20	04/04/2017	24787	
	01/18/2017	16649	11	1		8	04/04/2017	24864	
	01/18/2017	16649	5	2		42	04/04/2017	25332	
	12/22/2016	16601	1	1		124	04/04/2017	25512	
	01/18/2017	16649	1	1		42	04/04/2017	25012	
	10/04/2016	16278	1	3		48	04/04/2017	25290	8pc /plane
	05/06/2016	15829	9	8		36	04/04/2017	24646	
	10/17/2016	16329	2	7		105	04/04/2017	25075	
	04/06/2016	15730	1	3		16	04/05/2017	24791	
	01/18/2017	16655	1	1		100	04/07/2017	25572	
	01/31/2017	16695	1	1		100	04/07/2017	25594	

**Selected Delivery's Job Info**

Job Number	Asm	Lot	Print Location	Lot Qty	LOC
24791	0	1	999	35	31

Since their InetSoft deployment, there are now thirty active dashboards at Brenk Brothers, most related to some kind of priority management. In addition to production, assembly, and deburring, they also manage priorities on all internal IT tickets and projects. A person viewing these dashboards can see a breakdown of how many projects each person is responsible for, the status of those projects, including notes, and details on projects that have been closed recently.

Similar dashboards are used to track maintenance initiatives and preventative maintenance. This real-time reporting enables anyone to immediately see if there is any maintenance needed on any of the machines, what machines have been worked on, and what still needs to be taken care of. Brenk Brothers has also had success with financial analytics, measuring product efficiency and materials used as well as all related costs. While monitoring and project management have been the primary usage, Style Scope's functions for predictive analytics are starting to be utilized as well, with dashboards showing which jobs are predicted to hit their target ship dates.

As ideas and business questions have expanded, Style Scope has had no problem meeting these unanticipated needs, and InetSoft's customer resources have made discovering new features quick and easy. "Everything we have thrown at it, it's been able to do," exclaims Chris Garvey, IT Coordinator at Brenk Brothers. "The occasional time when we don't already know how to do something, we can find out how to do it in five minutes or less, just by browsing through the documentation. It contains lots of good examples and everything has been explained in detail." Several new ideas for dashboards at Brenk came from the InetSoft dashboard gallery, which can be found at [https://www.inetsoft.com/evaluate/bi\\_visualization\\_gallery/](https://www.inetsoft.com/evaluate/bi_visualization_gallery/).

Chris continues, "I really can't stress enough just how happy we are with this product. A large part of why we've already developed so many dashboards is that it's been so easy to use. We were hoping to just have a few finished this year and we now have thirty dashboards deployed, so we are way ahead of schedule, which is unique in the IT project world."

## Customer Value ►

While the benefits of Brenk Brothers' adoption of Style Scope have been many, and their usage is still expanding, the greatest difference that the tool has already made at the organization is an increase in communication within and among the different departments. Salespeople and managers no longer have to go and check with department heads to see what's being worked on or what's next in line to be worked on; they can instantly see this on their monitors. This has enabled account managers to give their customers more accurate expectations on project times.

In fact, since implementing Style Scope, the percentage of orders shipped on time has risen by over seven percent. With greater communication, more predictability and fewer emergencies to deal with, managers and workers at Brenk Brothers can now focus on doing what they do best - serving their customers with quality precision machining.