

## Case Study

# Success with Document Distribution and Publishing

*Waters Corporation utilizes SEAL Systems Document Services to enhance production of analytical instruments.*

In this success story we introduce some facts, information and methods for efficient document conversion and publishing processes. This solution avoids manually works during creation of operation manuals and documentation by using automatic procedures.

In 1996, In 1958, an enterprising young scientist named Jim Waters, with an eye for innovative technology, founded Waters in the basement of a Framingham, Massachusetts, police station. In the half century since its beginnings as a "research boutique," Waters has grown into a \$1.4 billion international corporation, with over 4,500 employees at sites throughout the United States, Europe, and Asia.

Renowned for developing and producing reliable, highly specialized analytical instrumentation, Waters products are used in a wide range of industries: food safety, forensic toxicology, pharmaceutical discovery and development, and even neonatal genetic screening.

Under its guiding mission to provide "break-through technologies and solutions" to their clients, Waters builds and tests more than 20,000 individual products every year. These highly specialized separation science instruments can not only analyze a liquid down to a level greater than parts per billion, but some of Waters' equipment can actually identify individual molecules in a sample.

The company first went online with the SAP Conversion Server in 1998. "It was a big bonus to us from the start," recalls Shawn Pease, a Senior Business Analyst at the Milford, Massachusetts, facility. The SAP Converter was especially useful when a document went through a change in status. "[The SAP Conversion server]

allowed us not to put the burden of creation of digital paper on the desktop user," says Mr. Pease. Instead, the conversion from the native file format to PDF happens automatically in the background as soon as the document in question is processed to "release" status. The PDF is then stored automatically.

SEAL Systems' Document Output Management (DOM) system, which handles both small and large printers, is also used on a daily basis at Waters. This system collects various DMS objects, and stamps each component for identification. In the case of Waters, many of their processes involve including a mandatory corporate stamp. With DOM from Seal Systems, a user at Waters is able to print a document, secure in the knowledge that it will automatically receive the pertinent stamp.

As their relationship with SEAL Systems grew, Waters came to utilize more and more of their solutions. So, when the Milford, Massachusetts, facility was looking for a way to optimize the assembly, identification, and distribution of critical production drawings, it was only natural that Seal Systems be called in for consultation.

"It began as a 'grassroots suggestion,' if you will," reports Mr. Pease.

Up until that time, a full-time employee had to be dedicated to assembling these packages. The process was inefficient, to say



the least, and took days, if not weeks, to assemble a single package. After searching SAP for the necessary material, the employee would then search the material line by line in order to determine which documents (and which version of each respective drawing) were meant to accompany the package. Next, a printout had to be assembled manually. Then, a PDF copy of the entire package had to be saved on a local hard disk. Only then could the drawings be sent off to its new destination.

Considering the sophistication of Waters instruments, it is little surprise that these packages were complex: a typical effort required 400 separate print jobs. In fact, the employee responsible for these gargantuan assemblies reported that the very last manual assembly he performed, just prior to going live with SEAL Systems Digital Process Factory (DPF), consisted of 435 print jobs. This means he had to go into SAP, conduct his transaction by transaction search, print, convert and publish files 435 times! "It would be two weeks into the project before he could deliver his effort to the supplier," recalls Mr. Pease.

Fortunately, SEAL Systems had a solution to the problem: the Digital Process Factory (DPF). DPF utilizes process modules, known as working units, which can be combined to form user-friendly process chains. These chains can be used for everything from the conversion and publication of PDF files (including the conversion of different formats to or from PDF) to the distribution of information through a wide variety of media. DPF can also bookmark or watermark particular files for added security and ease of identification.

As an added bonus, the user can view the working units graphically, making the construction and supervision of the processes more readily accessible, and, therefore, less prone to error. Should an er-

ror occur, however, DPF automatically generates a report, detailing any errors which occurred within the process. These working units can also serve as the foundation for future work processes.

After the initialization of the DPF, the formerly Herculean effort required for each project was reduced to mere moments. Now, the employee punches a number into a field in SAP, and the DPF automatically produces the entire package. What once took two weeks now takes less than half an hour. "And that's with reviewing all the output," Mr. Pease notes, "making sure he's got all the right numbers" before submitting the project.

"Additionally, I do get people stopping into my office occasionally to say that they like [DPF]," Mr. Pease adds. He credits much of DPF's popularity with its user-friendly operation. "It's not all that common around here for regular daily SAP users to spontaneously say they appreciate a new feature of a system," he admits.



The results are clear: Digital Process Factory slashed the assembly time required for complicated packages from several weeks to mere minutes. Not only that, but DPF's ability to streamline the process of converting and identifying documents yielded a greater level of accuracy, saving even more time, which was formerly devoted to correcting outdated or mislabeled transactions. Without having to contend with the waste of their pre-DPF process, Waters can now concentrate their dedication to "the science of what's possible."

**Waters**  
THE SCIENCE OF  
WHAT'S POSSIBLE.™



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