

CUSTOMER SUCCESS STORY

Advanced Polymers



Exact MAX helps Advanced Polymers compete with larger manufacturers and meet strict FDA regulations.

Meeting the strict demands of supplying highly specialized tubing and balloons for innovative biomedical products is at the heart of what makes Advanced Polymers a leader in the field of thin-wall polymer products.

Advanced Polymers, Inc. specializes in the design, development, and manufacture of ultra high strength, thin-walled heat shrink tubing and balloons used for PTCA (percutaneous transluminal coronary angioplasty), PTA (percutaneous transluminal angioplasty), stent delivery and other dilation procedures.

In the 14 years since the Salem, NH based company was founded by Mark & Elisa Saab, Advanced Polymers, Inc. has created millions of feet of tubing and become the sole OEM supplier to major medical companies in the highly specialized field of angioplasty balloons, while their heat shrink tubing products occupy a unique and exclusive niche position in a growing market.

Better and Faster than Larger Manufacturers
A search for a Year 2000 compliant system—one

that would also help them implement ISO procedure tracking—led Advanced Polymers to the selection of MAX as their manufacturing and ERP system. In order to stay competitive with larger manufacturers, they needed to be faster and more efficient while still complying with strict FDA regulations. Lot traceability and document controls were critical components of the MAX system they ultimately implemented.

“MAX is fully integrated into our ISO procedures. Our business uses MAX for all of our core business processes, from quoting through shipment and financial management,” says John Porto, Operations Manager. “We found the screens to be intuitive — and even fun—for our end users to work with. This was a major factor for us since we trained most of our staff internally to use MAX and that meant people in each department could quickly ramp up and be productive.”

Traceability is a Must

“With hundreds of customers and thousands of products, we needed a system that provided easy access to information,” adds Porto. “With





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Mark Saab, President

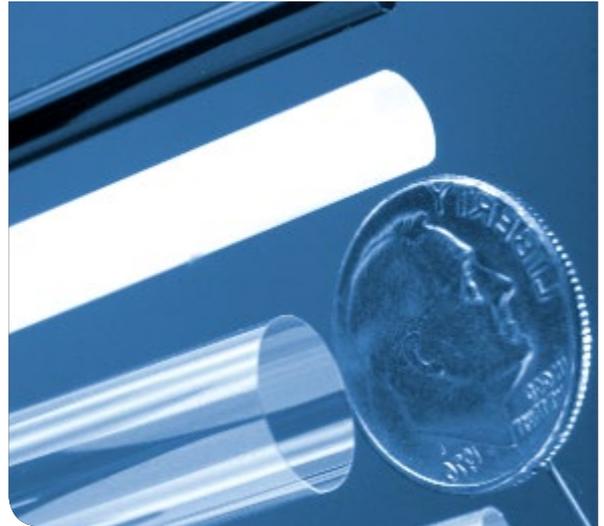
MAX, we're able to get critical information on demand, including lot traceability, ECO and control documents, and other FDA required information.

“With MAX Shop Floor Execution, we're able to easily modify materials for custom subassemblies. This allows us to be responsive to our customers' needs, yet remain flexible and efficient with our manufacturing processes.”

“We would have needed several additional clerical staff to track materials and record the documents and business information we require if we did not have MAX,” says Mark Saab, company President. “MAX helped us significantly reduce our overhead personnel, and that has allowed us to grow profitably and reinvest in the business to continually develop new products and technologies.”

Becoming a MAX Power User

As a key customer of Exact, Advanced Polymers has had a unique opportunity to test drive and provide valuable insight into new MAX versions. Advanced Polymers is now working with Exact MAX Professional Services to fine tune and maximize their implementation results. Their next step is to



investigate Exact's Synergy solution, which offers a web-based portal to provide their customers and remote employees increased visibility for access to information and knowledge throughout Advanced Polymers' operations.

For more information about the products and services that Exact offers, please contact us at 1.855.EXACTMAX (1.855.392.2862) or visit us online at max.exactamerica.com.

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