



Case Study Overview

Bluworld was seeking a system to manage their projects and production processes. The legacy systems had become very difficult to maintain and extend as business was growing resulting in costly time delays, errors, and frustrated customers. They sought a solution that was affordable, flexible and scalable across all divisions, to capture their unique process needs.

After performing extensive research on software options, Intellect offered the flexibility, control, ease of use and workflow capabilities critical to meet their unique requirements

Company

Since 1998 Bluworld of Water has become known worldwide as the leading professionals in waterfall design and manufacturing.

Bluworld's design team is comprised of a talented group of artisans and engineers that represent the leading edge of waterfall design and fabrication.

Their experienced craftsmen use the most durable and resilient materials essential to constructing distinctive water features. A pioneer in exploring the art of water; Bluworld takes pride in their meticulous unique designs and details, impressing the most design savvy.

Their consistent dedication to quality and making their clients dreams and visions come to life has been significant to their business growth.



Challenges

Challenges

Bluworld Automates Unique Production Process

Bluworld of Water was struggling as they expanded rapidly to a company of 85 and moving into a new manufacturing facility. With around 100 projects active at the same time and at various stages, the challenge of managing the progress as well as retrieving pertinent information all in one centralized location started to become a major undertaking. The legacy process of storing documents in various folders on their network server and tracking project progress via Excel spreadsheets were no longer effective while project development milestones were slipping.

Another challenge was the communication barrier between sales and production teams. The sales account managers were spending a lot of time conveying customer requirements to the production team along with trying to retrieve relevant project statuses from the production team to effectively manage the accounts.

In addition, many of Bluworld's projects were part of larger construction projects. The challenges with these types of subcontract projects were the small window of time, as little as a few days to install their water features. Their process required their products to be shipped within a few days before installation and manufacturing of their products needed to be completed a few days before shipping. Since all the tracking and notifications were performed manually and with consistent changes arising, it became challenging to keep everyone up to date on the project statuses and ensuring the key shipping dates were met to avoid project delays.

Solution

Bluworld needed a system that would accommodate their unique requirements and fulfill a niche manufacturing and construction process. After extensive research online and evaluation of various solutions, they felt Intellect offered the flexibility and

Results

Bluworld deployed Intellect to its full capacity, automating their entire production process. Since then, the platform has allowed them to implement changes along with adding many new features to streamline their processes and requirements.

Prior to using Intellect, Bluworld's production meetings were more than once a week lasting up to several hours. Since the implementation they have reduced their meetings to once a week thirty minute production meetings.

Additionally, the system notifies them in advance of any potential delays, reduces errors and provides real time visibility into project statuses and milestones. The sales account managers can access information on any projects and or accounts processing simple searches while project requirements are easily accessible to the production team.

"Intellect has allowed us to effectively manage our time and projects."

-Eileen Ewashko, Assistant Project Manager, Customer Service Representative