2020 WINTER CUSTOMER SUCCESS REPORT

MANUFACTURING EXECUTION CATEGORY
MANUFACTURING EXECUTION OVERVIEW

A manufacturing execution system (MES) is an information platform that links, controls, and monitors data flow and complex manufacturing processes in the factory. The software helps to ensure efficient implementation of manufacturing operations and enhances production output. It accomplishes these objectives by gathering and tracking real-time data about the entire production life cycle, starting with order release till the product delivery phase for completed goods.

The MES captures data about product performance, genealogy, material management, work in progress (WIP), traceability, and other factory activities as they happen. Decision makers can use this data to comprehend the factory floor’s current settings and improve the production procedures. MES is important because it works as a functional bridge between the process control and ERP solutions in the factory. In this manner, it provides manufacturers real-time workflow insight, flexibility, and visibility into how they can enhance their company-wide manufacturing processes.
The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

**Content Score** is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

**Market Presence Score** is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

**Company Score** is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

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**Customer Success Report Award Levels**

**Market Leader**
Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

**Top Performer**
Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

**Rising Star**
Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
2020 Customer Success Awards

Check out this list of the highest rated Manufacturing Execution software based on the FeaturedCustomers Customer Success Report.
OVERALL BEST
OF MANUFACTURING EXECUTION

BEST IN CATEGORY

PARSEC™
ABOUT PARSEC AUTOMATION

Parsec Automation Corp. (Parsec) is the developer of TrakSYS™, the leading real-time operations & performance management software. Manufacturing companies worldwide rely on Parsec for flexible and configurable tools to execute manufacturing operations across the value stream more effectively.

“Paper on the shop floor is synonymous with poor productivity and high risk. By implementing an Electronic Batch Records (EBR) solution using TrakSYS, we’re on track to eliminate 100,000 sheets of paper per year.”

Juan Granados
Chief Information Officer, Grupo Farmasierra

“TrakSYS™ is a powerful tool for quickly uncovering the root causes of production problems. It has empowered our LEAN program by systematically eliminating production bottlenecks. In fact, for some of our critical systems, we envision doubling our measured productivity. This has enabled us to reduce overtime and meet the production demand in fewer...”

Sérgio Oliveira Rocha
Site Manager, Akzo Nobel

“Once TrakSYS™ was deployed, we were able to quickly and effectively evaluate the root causes of poor performance. The initial focus of the project was on improving productivity for lines responsible for hormonal products. Within the first 12 months after deploying TrakSYS™, we had already improved average OEE by 100 percent.”

Francisco Xavier
Production Manager, Wyeth

“TrakSYS has given us the tools we need to satisfy our customers who ask for verification of an in-house quality control system. With TrakSYS, we have implemented new quality control check procedures and have the proper documentation to verify that quality control checks are being performed and accountability measures are in place.”

Tony Freeman
MFG Supervisor, PREMIER System Integrators
2020 MARKET LEADERS

- AVEVA
- IQMS Manufacturing Software
- DELMIAWORKS
- mpdv
- WE CREATE SMART FACTORIES
- PLEX
- iBASEt
ABOUT AVEVA

AVEVA is a global leader in engineering and industrial software. Their expertise and innovation have put them at the heart of the world’s most ambitious projects, biggest companies, and greatest challenges. AVEVA, combined with Schneider Electric’s industrial software business, creates an unmatched organization and end-to-end portfolio focused on driving digital transformation across the entire asset and operational life cycles to maximize return on capital and improve profitability.

“Before the EMS system went in, I was spending about 15 or more hours manually reviewing the GMP packs. After the system, I went from hours to minutes. The key benefits of the system are the electronic signatures with the review by exception, and not having to worry about missing papers or chart recorders. The system has just made my life a whole lot easier.”

Rachael Vinjamuri
Lead Manufacturing Document Analyst, Fujirebio Diagnostics, Inc.

“The object-oriented approach of the Invensys software is very beneficial in the central development environment. The hierarchical structure of the shared system areas is centrally stored for easy access and maintenance.”

Rudiger Friedrichs
Project Manager, HHLA

“Our manufacturing team never had critical information on time, so it was difficult to focus on improving the efficiencies of day-to-day operations. With the help of the AVEVA team, we were able to connect all our equipment and pull useful, actionable data. This enabled our team to address issues immediately to ensure effective manufacturing operations.”

Carlo Mojica
Senior Plant Manager, La Tortilla Factory

“(The Wonderware solution) has significantly increased efficiency, reduced our error rate, made it easy for us to add functions and has allowed us to [maintain] the system at a much lower cost. It will definitely help us as we continually expand.”

Niu weixing
Project Engineer, Nanjing Metro

Customer references from happy AVEVA users

VIEW ALL REFERENCES
ABOUT IQMS

IQMS uniquely combines ERP and manufacturing execution system (MES) functionality to give manufacturers a comprehensive end-to-end suite for running the business, backed by the real-time performance and scalability that companies demand. Developed specifically for mid-market repetitive, discrete and batch process manufacturers, IQMS provides robust capabilities for addressing strict customer and regulatory certification and compliance. We achieve this by delivering traditional ERP functionality for accounting, sales orders, material requirements, inventory and purchasing, plus extended native features for CRM, human resources, production scheduling, shop floor control, warehouse and quality modules. With offices across North America, Europe and Asia, IQMS serves manufacturers around the world. Our corporate headquarters are located at the Southern tip of California’s Silicon Valley. We have additional offices in Pleasanton (CA), Chicago, London, Mexico City, Shenzhen, Sweden and Toronto. We are an equal opportunity employer that is committed to inclusion and diversity, including minorities, women, veterans and individuals with disabilities.

“EnterpriseIQ is user-friendly and easy to navigate, so the switch over was simple and everyone adapted quickly. We shipped and invoiced parts the same day we went live with no problems. It was like the IQMS system had always been in place.”

Jeff Colson
Application Engineer, Top Die Casting

“We have already seen some benefits from the customer communication standpoint. Now we want to get the customer support side of things under control. EnterpriseIQ CRM will enable us to log support calls and follow them right through to returns and corrective action reporting in the quality modules. We can now start to ramp up our return on the…

Roy Tabb
IT Manager, Glazpart

“During the past several months, we’ve expanded EnterpriseIQ to manage all design and development projects as well as implement a preventative maintenance program. EnterpriseIQ is intelligent innovation that delivers significant results for WPI. We just keep asking ourselves why we didn’t implement this system sooner.”

Marty Christensen
Director of Information Services, Wisconsin Plastics, Inc.

“Without having the visuals at hand, we would have to do hours of manual processing on the shop floor. That would be labor intensive and costly. The system also helps us do our verifications in SAP, which is important from a corporate perspective. The two systems have worked very well together.”

Jackie Potts
Supply Chain Manager, Jabil Packaging Solutions
ABOUT MPDV

MPDV is one of the leading suppliers of the Manufacturing Execution System (MES) and production IT. They service all-important industrial locations with sites in Switzerland, USA, China and Singapore. With more than 40 years of project experience in the manufacturing environment, MPDV has extensive expertise and supports companies of all sizes on their way to the Smart Factory. More than 800,000 people in over 1,250 manufacturing companies worldwide use MPDV’s innovative software solutions every day. This includes well-known companies from all sectors.

"We were able to improve our performance in the long term with HYDRA providing transparent order and machine data. Additionally, HYDRA enables us to define standardized operative KPIs across the group, which are then used worldwide in all our subsidiaries to apply and roll out lean initiatives."

Jörg Stech
Chief Operating Officer, ARGO-HYTOS

"After the implementation of incentive wages, productivity in the pilot system could be increased by 12.4% during a test phase. The necessary bonus indicators are automatically calculated in HYDRA. We are going to implement incentive wages company-wide."

Björn Greven, HYDRA Project Manager, Krone

"The HYDRA terminal gives us a significant point of information directly at the workstation. This point of information is multi-faceted and is being increasingly used to continuously improve our processes. Documents, order of material, production progress and quality statistics are now triggered or displayed at the terminal. A big step towards paperless...

Harm Hübert
MES Manager, Phoenix Contact

"After a successful implementation, the system has been continuously upgraded. New tasks resulting from enormous production utilization and the need for information could be successfully solved."

Dipl.-Kfm. Bernd Matejat
Head of Personnel IT Systems, DIEHL Metall
ABOUT PLEX SYSTEMS

Plex Systems, Inc.® delivers industry-leading ERP, MES, and Industrial IoT solutions to manufacturers across process and discrete industries. Plex pioneered cloud solutions for the production line, connecting suppliers, machines, people, systems, data, and customers with capabilities that are easy to configure, deliver continuous innovation, and reduce IT costs. With insight from the shop floor to the top floor®, the Plex Manufacturing Cloud® helps companies see and understand every aspect of their business ecosystems, enabling them to transform their businesses and lead with precision, efficiency, and agility in an ever-changing market.

"Our supply chain reacts more quickly and nimbly to changes in customer demand. The automated, paperless system saves time and effort, and helps with ISO compliance. Everyone in the supply chain has better information for an improved process."

Mark Williams
Senior Staff Engineer, Newman Technology

"Since going live on Plex, we’ve been able to sustain up to 100 percent growth year over year while driving down costs."

Chris DiNeno
Director, Enterprise Relations, Polamer Precision

"The barcoding function has made tracking parts more accurate and easy. Now, we are able to give precise information to our suppliers. We used to have a 10,000-foot view of inventory. Now we view it from 10 feet. That is a huge change."

Arvel Wooten
Organizational Development Specialist, Hatch Stamping

"We gained a better understanding and control of our inventory and increased our operational efficiencies. We've also reduced human errors, decreased our scrap rates, and increased the quality of our product by identifying production errors earlier in the process."

Garn Evans
Vice President of IT, Motus
ABOUT iBASEt

iBASEt is a leading provider of software solutions for complex, highly regulated industries, like Aerospace and Defense, Medical Devices, Nuclear, Industrial Equipment, Electronics, and Shipbuilding. iBASEt’s Digital Manufacturing software streamlines and integrates Manufacturing Execution System and Operations Management (MES/MOM), Maintenance, Repair and Overhaul (MRO) and Enterprise Quality Management Systems (EQMS) for operations and Supplier Quality Management. iBASEt’s software is implemented by many leading industrial organizations as part of their enterprise Digital Thread initiatives.

"For our customers, the process standardization and data integrity that’s been enabled has been huge."

Mike Floyd
Director of Mission Assurance, General Dynamics AIS

“We had been working in a paper based environment that was both labor and time intensive. A technician on the shop floor would have to read the work instructions, and often supplemental information, and then go to different places on the floor to get everything they needed. There were usually many steps involved, often the accessed information was in…"

Darren Buonaguidi
Project Manager, Virgin Orbit

“The solution itself is wonderful. I’d highly recommend it to any business seeking electronic work instructions. It allows the user to custom build different apps from quality management to supplier quality as well as auditing. Easy to use for manufacturing and the user interface is incredible.”

Northrop Grumman

“We selected iBASEt because of their experience in managing the complex processes involved in manufacturing highly engineered products. We carefully evaluated our options and determined that Solumina’s total cost of ownership, out of the box capabilities and rapid deployment can accelerate our return on investment.”

Todd Kackley
Vice President and CIO, Textron Systems
2020 TOP PERFORMERS

AEGIS SOFTWARE

Speed, Control and Visibility for Manufacturing Operations

aspentech

FORCAM we speak machine

Lighthouse
ABOUT AEGIS SOFTWARE

Aegis Software develops, deploys and services manufacturing optimization, management, and analysis software. Its systems utilize the CAD design of a product to be manufactured to assist the preparation of the information required by the factory floor to actually execute the assembly process. The solution then controls the execution of the process on the factory floor, acquires data from production machines and operators, manages the quality processes, and produces traceability and analysis regarding process, product and materials information. The company’s software products serve the discrete manufacturing markets with a particular emphasis on electronics assembly manufacturers, both OEM and EMS providers.

"After using Aegis Software, Norautron has reduced costs in the reporting functions in one factory by 4 man-years per annum. All the manufacturing data is now directly pulling out from the MES system and more than 30 commonly used reports are generated and exported in one single click."

Tevin Zhang
Engineering Manager, Norautron

“We have been using the Aegis MES system for the past eight years, and the greatest benefit we have found is an increased efficiency in defect collection. Being able to quickly locate the defective batch allows us to minimize loss. This has helped us ensure that our customers receive the highest-quality products, and recalls are minimized.”

Rody Wang
MES Engineer, Lear Corporation

“FactoryLogix has completely transformed the way we manage our processes, our operations and how information is collected and shared.”

Craig Bryant
Quality and Engineering Director, Connor Solutions

“This is a very strong product that has helped us grow our company and become more competitive. It assisted us in standardizing and consolidating many of our operational functions, which in turn has added to our bottom line and enabled us to grow at a much faster rate than previously possible.”

Tom Hauge
President, Quality Production Ltd
ABOUT ASPEN TECHNOLOGY

Aspen Technology (AspenTech) is a global leader in asset optimization software. Its solutions address complex, industrial environments where it is critical to optimize the asset design, operation and maintenance lifecycle. AspenTech uniquely combines decades of process modeling expertise with artificial intelligence. Its purpose-built software platform automates knowledge work and builds sustainable competitive advantage by delivering high returns over the entire asset lifecycle. As a result, companies in capital-intensive industries can maximize uptime and push the limits of performance, running their assets safer, greener, longer and faster.

“Integration of all products and features in the aspenONE® Engineering desktop, including Acid Gas Cleaning, equipment sizing, Relief Valve Sizing, and Dynamic simulation, enables us to provide our clients with optimum designs faster through better engineering efficiency.”  
Umer Qureshi  
Senior Process Engineer, Bilfinger EMS GmbH

“Aspen Plus® is a versatile and powerful tool for constructing models of our process concepts, and also provides key insights into how these systems will function on a commercial scale. The integration with economic evaluation models is critical in assessing the commercial viability of scaled-up systems.”  
Eric Dunlop  
Principal, Pan Pacific Technologies

“Aspen Petroleum Scheduler and Aspen Refinery Multi-Blend Optimizer helped streamline our scheduling workflows and provided CEPSA with an accurate representation and prediction of refinery performance.”  
Maria Mateos-Camacho  
Planning-Scheduling Department, CEPSA

“The aspenONE Engineering suite was integral in developing the solutions used to revamp the 1,3 butadiene plant. Using aspenONE expedited the optimization process and led to the quick implementation of improvements.”  
Sungchul Yoo  
General Manager, LG Chem Power Inc.
ABOUT FORCAM

FORCAM provides analytical solutions to complex manufacturing industries through innovative Shop Floor Management Technology. They believe in a digitized and connected world that helps manufacturing companies to transform their businesses to maximize success. Striving to improve continuously, they deliver cutting-edge IIoT technology and an ecosystem that empowers manufacturing in the pursuit to reduce complexity and maximize profit.

"With the use of FORCAM’s Industrial IOT technology, we increased productivity by >50% within 12 months.”
Bill Metz
Vice President Manufacturing, Richards Industries

"With the help of FORCAM’s Shop Floor Management technology, Nordson has been able to increase productivity and reduce setup times, allowing for faster production.”
J.J. Bennett
Adhesive Dispensing Systems, Continuous Improvement Leader, Nordson Corporation

“We had already started some optimization measures, but that was not enough. With FORCAM, we took another step forward and included the machine data in our production optimization. FORCAM offers the newest web technology for ideal production management.“
Jürgen Bischoff
Plant Manager, BorgWarner

“Thanks to the application software from FORCAM, we are able to completely monitor the production process as well as the necessary infrastructure.”
Axel Bienhaus
Head of Central Management, Audi
ABOUT LIGHTHOUSE SYSTEMS

Lighthouse Systems enables the smart factory by creating the connectivity previously missing throughout manufacturing operations, so people can work smarter and assets can work harder, whilst delivering superior quality to customers. They are a world-leading vendor of MES/MOM systems. Their manufacturing execution system (MES) software Shopfloor-Online provides real-time visibility of the entire manufacturing operations. Shopfloor-Online MES is modular with modules across all four areas of plant operations; production, quality, inventory and maintenance. Manufacturing organisations can choose the functionalities of the MES they wish to initially implement and expand their MES system over time by adding more modules. Being web-based, the software can be hosted on-premise as well as in the cloud.

“Lighthouse Shopfloor-Online was the ideal fit for us. It promised to deliver a factory information system approach that would enable us to understand and monitor the performance of our plant operations. It is delivering on that promise!”

Dave Warn
QA Engineer, Nissan Motor Manufacturing Ltd.

“Shopfloor-Online provides us with a world-class measurement system so we can highlight inefficiencies and address them immediately.”

Steve Wheeler
Senior Manufacturing Manager, GTECH

“From an IT perspective, Shopfloor-Online has brought many benefits to BSM Hungary. We are able to support operations more effectively and more efficiently on a day to day basis but we are also confident the MES solution can adapt to suit our evolving needs, as was demonstrated in the last 6 years.”

Attila Bogacs
IT Manager, Le Bélier

“Our projects have to deliver a payback within 12 months to be considered by the board and we have been able to meet that requirement with Lighthouse.”

Gerry O’Connor
Solution Delivery Leader, LINPAC Packaging
I-Track Software specializes in cloud-based manufacturing operations and execution software (MES) for small to medium-sized businesses. At I-Track, they believe manufacturing software can be simple to use, fast and inexpensive to deploy, and flexible to support your business processes. They would love the opportunity to prove it.

"I-Track has helped us tremendously, enabling us to manage our operations and inventory. The system is easy to understand and is completely custom-tailored to our needs. The in-depth training videos are excellent and we even had a Saturday morning on-site training session (for free) to iron out the tiny details. I-Track always makes themselves…"  
Joseph K.  
Technical Service Representative, Arcanum Alloys

"As our business grew, we needed a flexible system that could handle over 1,000 variables of service offerings and I-Track was the clear choice. ToolTrack is a valuable & awesome tool we use to run our business."  
Brenda H.  
VP Business Development, Noel Technologies

"Our internal selection team looked at many MES solutions, and after an exhaustive search process, we decided to go with the I-Track team and their ToolTrack Platform. ToolTrack’s “off the shelf” version had many of the features called out in our functional spec and the process of customizing the remaining portions was remarkably easy and efficient. As…"  
Maurice O.  
Director of Operations, SunPower

"We were in the market for an MES for document control, consumable traceability, statistical process control, and reporting. ToolTrack delivered on all of these aspects and more. I have found that ToolTrack is very powerful with many added features that will come in handy as our company grows. Pros: ease of use, great customer service, easy…"  
Mary S.  
Process Engineer, Bio-Rad
ABOUT IMCO SOFTWARE

IMCO was founded in 1999 by Ruben Mirensky to provide expert operational and software services to companies around the World. Since then, IMCO has provided ERP implementation services to companies in North and South America, Western and Eastern Europe, Asia and the Pacific Rim. In addition to marketing its IMCO - CIMAG suite of products in the US, IMCO also provides Implementation and Post-Implementation support. Their team has over 130 years of combined experience in supply chain and manufacturing management. Their list of clients includes leaders from a variety of industries, both discrete and process manufacturing, as well as distribution companies. In October 2013, IMCO moved to its new headquarters located in a company-owned, secured facility shared with its sister company Kustura Technologies.

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Customer references from happy IMCO Software users

"The IMCO - CIMAG MES system is flexible and adpated well to our specific needs. IMCO - CIMAG MES has decreased our WIP by 40% and has established clear communication between workers.”
Antoine D.
Production Manager, Hutchinson

"The Traceability module is one of the best functionalities of IMCO - CIMAG MES. We were able to customize the traceability function to meet our needs for production. The software is seamlessly integrated with our ERP.”
Daniele P.
QA Manager, GrafTech International

"IMCO - CIMAG MES offers a customized solution that gives us a lot of value for our money. Our customers are really impressed with our process control and traceability. IMCO is flexible and easy to interface with other systems.”
Nick G.
Project Coordinator, A. Schulman

"Initially, we deployed IMCO - CIMAG Production to achieve better traceability of our products; however, today, we are using all the features available to us! We have initiated a visual management approach in the workshop to ensure that operators have access to the progress of the various projects and their schedule as soon as they get on a machine....
Christophe Piasco
Head of Research and Innovation Division, Aubrilam
ABOUT WONDERWARE WEST

Wonderware West is your authorized distributor for Wonderware by AVEVA software in the Southwest and Rocky Mountain regions. As one of the world’s largest Wonderware sales and support providers, they offer industry-specific solutions for your industrial software needs.

“Visual Factory keeps tabs on the big picture. It basically tells us whether or not we’re straying from the middle of the road and getting close to a ditch. We are able to see the warning signs.”

John Johannemann
Ascend Plant Manager, Ascend Performance Materials

“The System Platform lets us access all our installations in real time. Because of this, we only require one person to control the operation of all of the 568 plants, regardless of location. We also have achieved a significant cost reduction in time per designer and project.”

Antonio Palacios Higueras
Services Technical Manager, 9REN Group

“Before we got up and running with Wonderware System Platform and the Wonderware Historian, it would take days to add a new piece of equipment to the control system. Now I can do that in a matter of minutes.”

Mike Higgins
Level 2 Automation Engineer, Nucor Steel

“Wonderware has improved our efficiency to stay on top of maintenance. We go in and look at the gear online, and we’ve spotted problems before they’ve arisen. So we’ve had a chance to rectify those problems before we had downtime.”

Dale Mitchell
Electrical Supervisor, The Venetian and Palazzo Resort Hotels & Casino

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Customer references from happy Wonderware West users

VIEW ALL REFERENCES
ABOUT WORKCLOUT

WorkClout is a project management tool that helps manufacturers make better decisions to improve production. They track every action on the factory floor and use the data to make suggestions on how to plan production & increase efficiency. WorkClout reduces the implementation time and cost by over 90%. WorkClout is a Y Combinator company and ventured backed by the top VCs and Angels in the world. The founders have extensive experience in software and manufacturing.

"We would literally lose money without this system. My whole goal was to find a system that improved communication. WorkClout not only did that, but actually increased revenue for my whole business."
Janak
President, Ultimate Paper Box

"WorkClout gives our customers a better way to allocate resources and greater visibility of what's actually happening on the factory floor."
TechCrunch

"One of the biggest pain points we faced were coordinating tasks and making sure we were accurately measuring them. WorkClout made it so simple to port all of our existing data and made our workflows simple on the software level."
Jason Walia
Operations Manager, Flex

"WorkClout tracks every action on the factory floor and uses the data to make suggestions on how to increase efficiency."
Y Combinator