

CASE STUDY

G/S Solutions & DENSO Manufacturing, Michigan



ORGANIZATION

DENSO Manufacturing Michigan (DMMI) has a 1.3 million square foot location in Battle Creek Michigan, with 2465 employees on site. DMMI produces automotive heating and cooling components and systems, as well as assembly for cooling modules for the agricultural and construction industries.

Service Type

IBM iSeries AS/400 hardware, OS support, Upgrades, Optimization

Business Issue

The DENSO network operations team relies on outside vendors for first step support and hands-on troubleshooting, upgrade, and optimization capability. Due to upheavals with a prior vendor, they turned to G/S Solutions thanks to the strength of service they have provided for data collection solutions. This facility provides IT operations across 14 other plants within the DENSO organization, meaning system uptime and performance are of paramount importance.

Solution

G/S Solutions sales engineers assisted with defining a specific program to achieve DENSO iSeries objectives. G/S provides top-notch service in helping to size upgraded iSeries Servers for future use. G/S takes a hands-on approach to the implementation phase of the project, handling the initial provisioning of new components, and the transition to those components at go-live. Disaster Recovery planning is provided within the scope of these services, to ensure that uptime and recovery requirements are being met.

An ongoing support program was established for G/S Solutions to provide ongoing services for OS support, security configuration, and Disaster Recovery related changes to the environment.

Client Benefits

The key benefits for this solution were:

- DENSO receives guidance from an experienced G/S Solutions sales & engineering team, highly knowledgeable about their existing environment, needs and concerns..
- Internal resources have responsive and knowledgeable support if issues occur or change management is needed.
- iSeries Implementation program and services allow the DENSO team to focus on operational excellence within the existing environment, with a simplified transition to upgraded offerings.
- G/S Solutions sales engineers are very proactive about checking in on progress of the operational environment, and ensuring the right resources are allocated to address any potential areas of concern.

Contact

For more information please contact

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Data Collection

DENSO's Battle Creek plant boasts a very high volume of parts that require proactive tracking. Beginning with an RF network deployment in the late 1990's, DENSO has engaged with G/S Solutions to provide data collection and scanning solutions throughout their facility.

G/S is knowledgeable, responsive, and caring in their approach to our IT and Data Collection needs.

Testimonial

G/S Provided an evaluation process across several different providers for our scanning needs. This process enabled us to select a solution that was an ideal fit for our needs. They took a very objective view towards the solution selection process, and provided optimal coverage in a very detailed recommendation, along with excellent solution support over time.

Doug Davis, Assistant Manager
Northern Operations Center
DENSO Manufacturing

Service Type

High speed scanning and data collection. RF Network, Wireless Network assessment and deployment

Business Issue

A key customer was demanding improved product and order tracking, which required improving efficiency of core component scanning operations. Needed to ensure network is sized to handle connectivity across devices & improve worker efficiency with any implemented solution.

Solution

Following a site survey and a choice of solution recommendations, DMMI selected the a solution focusing on Intermec devices, both hand-held & vehicle mounted. G/S Solutions deployed all the necessary access points and support for related antennae.

The improvements in data collection capabilities allowed DMMI to improve customer relationships with better product traceability, showing an increase in customer retention. Productivity improvements gave managers greater flexibility with resources within the facility, and improved processing time for each load of goods that were entering or leaving the site.

ROI and efficiency expectations were met, and DMMI gained flexibility with their labor force. In 1.3 million square foot environment where an average of over 250 truck loads come in and out each and every day, the efficiency of product tracking is paramount to success.