MatrixOne

Changing the Way the World Brings Products to Market™

Electronics

The Success

- **Enhanced Communication**
  Changes quickly communicated to compliance groups to speed approval cycles
- **Improved Market Responsiveness**
  Product data readily available, so IGT can quickly respond to customers
- **Increased Value of Company Knowledge**
  Product data preserved for the next engineer

The Company

IGT is the world's leading producer of video poker and slot machines for casinos, holding 70 percent of the US market share and more than 50 percent of international markets. In the 1970s, IGT's invention of the video poker machine started the video gaming revolution. The company's S-Plus slot machine helped transform the electromechanical device into a microprocessor-driven game.

The Challenge

Record Production Schedule

Intense worldwide demand for new gambling machines forces IGT to run fast and remain flexible in a highly regulated world. In 1999, IGT committed itself to creating 40 unique products within a six-month period. The decision heightened IGT's need to improve its product data management.

The new product release schedule outpaced engineers and with over 15,000 documents generated in a two-year period, IGT quickly outgrew its software for CAD file management. Plus, compliance issues add layers of complexity to the production cycle. As Amy Lynn Monette, manager of hardware engineering services at IGT explains, "For us, staying competitive means being responsive to our customer requests and communicating change to compliance groups."

Each game is developed around legislation that varies from state to state. Changing government regulations influence game functionality, business processes, training, assembly, gambling devices, safety, and payback percentages. New machines undergo a 30- to 180- day approval period and in some states, must be field-tested for an additional 30 to 60 days. Therefore, says Monette, "The faster we get in line for approval, the better. We need to be there first and often."

The Story

"We rapidly change our product to meet our customer demands. We are always asking ourselves how we can get good games out faster. For us, staying competitive means being responsive to our customer requests and communicating change to compliance groups."

Amy Lynn Monette
Manager, Hardware Engineering Services

The Solution

eMatrix Adaplet Products — A World Class Solution

Monette worked with the van der Roest Group, a systems integrator that selected MatrixOne's emerging Adaplet technology to meet IGT's business challenge. "We saw a world class solution in the eMatrix Adaplet™ technology," Monette recalls, "We wanted to capitalize on it."

With Adaplet technology, IGT could read and write directly into alternative databases, including the MRP system that employees were accustomed to using. By associating parts with documents, IGT could track the part's lifecycle, from the engineering release process to manufacturing, and then through engineering change orders.

"IGT took the concept of engineering change orders one step further," says Louis Salgado of van der Roest. When a part or document needs to be changed, the system tracks how the change impacts users outside engineering. Therefore, Salgado explains, "Instead of calling it an engineering change order system, IGT refers to the process as the enterprise change order system."

Smooth Flow of Product Data

Electronic notification keeps the project team aware of movements in the product cycle. Mechanical and electrical components are managed through the system along with technical documentation, bills of materials, and engineering change control. The game moves quickly through secure workflows for change, review, checking, release, manufacturing, inventory, and re-tooling.

Directly from the factory floor, engineering and manufacturing team members can access the latest product information and drawings. Most importantly, the team works only with the current product information. Legacy data is available on demand so the system is not encumbered by irrelevant information.

The system has cut process steps by 33 percent and reduced the three points of data entry to one. Instead of forcing users to re-enter data, it is automatically pushed to other systems. Improved accuracy is the natural result.

Soon, a Web interface will allow suppliers to log on, find, and copy the part they are manufacturing without waiting for paperwork from purchasing.

Maximizing Intellectual Capital

Capturing trial and error results is a key element of efficient product development. With the eMatrix system, IGT is developing a process that will manage test results and design notes and make them available through software viewers. "We respect the knowledge, and we want to capture it." Monette says. "The eMatrix system will preserve the data for the person who has to work behind you and prevent him from repeating mistakes."

The Bottom Line

"The larger achievement is the ability to communicate," reports Monette. "It is harder to quantify, but management has recognized its value."

Monette is already planning the next step: using the eMatrix system to analyze how products develop. "When I look at new software tools, I ask, 'How can that change my business process? Where do we go next?'" Monette says. "I believe MatrixOne will keep coming up with ideas to change business processes again and again."

About MatrixOne

MatrixOne, Inc. is changing the way the world brings products to market™ by helping customers to accelerate the right products to market profitably. Committed to the success of innovative companies, MatrixOne, together with its partners, offers product lifecycle management (PLM) solutions that enable enterprises to reduce costs, speed innovation, and maximize revenues across global value chains. MatrixOne's approximately 600 global customers represent the aerospace/defense, automotive, consumer products, general machinery, high technology, and life sciences industries, and include GE, Procter & Gamble, Philips, Siemens, Agilent Technologies, Johnson Controls, and Honda. A global corporation, MatrixOne is headquartered in Westford, Massachusetts.

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