



The Company

MDS SCIEX is the analytical instrumentation division of MDS Inc., an international health and life sciences company focused on fighting disease. With revenues of \$1.4 billion, MDS Inc. has over 10,000 employees and operates in more than 24 countries around the world. MDS SCIEX is a global leader in the research, design and production of mass spectrometers that enhance the quality of life for people around the world. During the last 25 years, MDS SCIEX has established a worldwide reputation for innovation and a record of market leadership in pioneering the pharmaceutical, environmental, clinical and technological applications of mass spectrometry.

The Challenge

Mass spectrometry is a powerful analytic technique used to identify unknown compounds, quantify known materials, and show the molecular structure and chemical properties of organic and inorganic substances. The quadrupole mass spectrometers that MDS SCIEX manufactures are required equipment in labs for measuring trace analytical chemicals. MDS SCIEX's mass spectrometers enable a massive acceleration of drug discovery in the pharmaceuticals industry and will change the way drug products are brought to market. As Director of Business Information Systems at MDS SCIEX, Paul Young explains, "The increasing application of mass spectrometry technology to drug discovery is going to change everything in drug discovery as we know it."

Medical Devices

The Success

- **Vendor Collaboration**
Costly delays and rework eliminated by engaging vendors directly through eMatrix
- **ECNs Significantly Reduced**
80% of engineering changes eliminated with eMatrix
- **Broad User Acceptance**
Tailored eMatrix roll-out ensured across-the-board user acceptance

The Story

"MatrixOne delivers in every way. All of their people that we met or worked with were highly proficient and very good at their jobs. They listened to us and responded to our specific needs. MatrixOne's core team of very knowledgeable strategists and programmers continue to produce the functionality our people want."

*Paul Young
Director, Business
Information Systems*

With recent growth rates of 20-35% annually, year over year, an increasing number of joint ventures, and an ever more complex and extensive product line, MDS SCIEX faced many challenges in reusing or repurposing design modules that had been previously used. MDS SCIEX also needed a system for running parallel product development teams. With product lifecycles of 18-24 months, it is critical for MDS SCIEX to accelerate the right product to market. MDS SCIEX's product design and development teams are tightly interlocked, making it imperative for the product teams to share evolving modules with others across multiple projects. A collaboration tool was particularly needed to allow remote vendors and designers in locations around the world to participate in product design.

MDS SCIEX's previous methods for processing Engineering Change Notices (ECNs) presented the greatest opportunity for improvement and savings. Any changes to a component required processing an ECN on the original component and on all of the parents related to that component that were outsourced with existing purchase orders, which resulted in numerous unnecessary engineering changes. Even the first release of a part required an ECN to secure all of the appropriate approvals.

The Solution

Ensuring User Acceptance

MDS SCIEX selected the eMatrix™ collaboration platform from MatrixOne® and worked closely with the company to design a system rollout plan that would ensure user acceptance. Young explains, "A full 50% of complex software products are never turned on after they're purchased. Another 35% get turned on, but they never work as planned. For us, eMatrix falls into the last 15%—a software system that works quite well, and yields the expected benefits. Successfully rolling out enterprise software solutions is 20% technology and 80% people and process. It's crucial to get the users on board and introduce systems at a pace users can absorb. To ensure eMatrix's easy acceptance by our users, we adjusted our project scheduling, held off-site meetings and ensured training geared to real users was available."

To learn how to best maximize usability and ROI, the MDS SCIEX MatrixOne team first deployed eMatrix for its technical writing group,

which is responsible for developing all manuals and online help CDs. Next, the electronic design and engineering group moved onto eMatrix, then the ECN process was tackled.

Vendor Collaborates through eMatrix

MDS SCIEX's vendors that publish the company's manuals and burn its CDs can now directly access files in eMatrix from their places of business via the Internet. Rather than shipping—and sometimes losing—physical masters of manuals and CDs, MDS SCIEX now enables vendors to check out masters through eMatrix, with the eMatrix system also providing an electronic tool for quality control and inspection verification. Vendor collaboration through eMatrix saves MDS SCIEX both time and money in costly rework.

ECNs Reduced by 80%

By bringing its process engineering, project management, purchasing and shop floor staff online with eMatrix, MDS SCIEX was able to significantly improve its change management policies and reduce the number of ECNs. With the ability to review, use and manipulate information in eMatrix, people involved throughout the process of releasing new parts are enjoying a streamlined system to review and approve changes reduced by 80%.

Looking Forward

MDS SCIEX is currently in the process of adding the files produced by its mechanical designers into eMatrix, completing its ability to represent the full process of product development and release. This step will then enable MDS SCIEX to start providing project management and manufacturing process experts with customized data views in the structure most appropriate for their needs. Project managers will be able to view work from a Work Breakdown Structure (WBS) viewpoint. Similarly, the manufacturing process managers will convert an eBOM into an mBOM structure.

The Bottom Line

Young concludes, "MatrixOne delivers in every way. All of their people that we met or worked with were highly proficient and very good at their jobs. They listened to us and responded to our specific needs. MatrixOne's core team of very knowledgeable strategists and programmers continue to produce the functionality our people want."

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.



210 Littleton Road, Westford, Massachusetts 01886 T. 978 589 4000 F. 978 589 5700 www.MatrixOne.com