



The Company

Formed in 1982, Pace Micro Technology plc is the world's largest dedicated developer of digital home gateway technologies. Pace is utilizing its expertise in digital television to develop networked home technology, where the company's technology is the gateway for interactive communication in the home, enabling consumer devices and services to interact with each other and the outside world. Pace's technology is installed in more than 13 million homes worldwide.

The Challenge

Pace's home gateways deliver far more than advanced television. Home gateways can control access to and delivery of television programming, Internet access, video games, shopping aides and many more home electronics. Digital broadcasting, however, is the primary use for home gateway technology.

Pace's corporate mission is to be the biggest provider of home gateway technology worldwide by being consistently first to market with innovative and reliable products of high value to broadcasters and their customers. An element of the strategy to achieve this position is the development of new products faster than the industry average, which is typically 10-12 months.

Electronics

The Success

- **Data Accessibility**
Common corporate knowledge base essential in reducing part request times from days to hours
- **Knowledge Re-Use**
Product development process streamlined and vaulted to ensure valuable R&D can be used and re-used
- **Process Automation**
Change Order request time reduced from days to hours
- **Agility**
Ability to deliver precisely the product the customer wants according to the customer's timetable

The Story

"With Pace being in diverse locations and countries, there is simply no way we could run our systems without unified technology. eMatrix is a cornerstone of that. MatrixOne is a trusted partner that helps us get the right product to the right customer at the right time."

*Jon Jarrett
Director,
Information Technology*

To be first-to-market with innovative designs and always on-time delivery for its customers, Pace relies on its significant engineering resource, with more than 500 of its workforce dedicated to research and development. However, as Pace completed several acquisitions and expanded its capabilities, the R&D group was spread across multiple sites. Pace needed to define new methods for facilitating modular designs and reuse of designs, automating processes, more effectively using resources, and granting common access to product data.

Pace also evaluated its paper-based Change Order system, which required up to 50 signatures to implement a Change. As the company spread globally, processing paper Change Orders became impossible. Tight integrations between Pace's ERP, eCAD and mCAD systems became essential. Most importantly, Pace needed a way to link all of these systems through a single product lifecycle management tool.

The Solution

Integration of Disparate Systems

To realize greater continuity among its multiple engineering sites, Pace decided to integrate its disparate IT systems, including Oracle Financials and Manufacturing for ERP, VeriBest for eCAD, and Pro/ENGINEER for mCAD. Jon Jarrett, director of IT for Pace, realized that the implementation of a product lifecycle management (PLM) system that could support the engineers should take precedence as the PLM system would serve as the control for the CAD and ERP integrations. Pace selected the MatrixOne® eMatrix™ platform for product lifecycle management.

Value Through Knowledge Reuse

Within three months of opening the eMatrix box, Pace had successfully implemented a system for project control that ensures any new product meets precisely defined control criteria prior to advancing to the next stage of a six-stage product development process. Of the 250 or more projects that enter stage one, only a very few advance further. Through eMatrix, a complete history of the knowledge gained in stage one for each of those projects is now retained. Projects that were not viable 18 months ago may become viable again. "eMatrix enables Pace to more effectively use and reuse knowledge that is now at our fingertips. This has generated immediate value and success for Pace," explains Jarrett.

Time and Effort Saved with eMatrix

With eMatrix as the platform that integrates the knowledge in Pace's ERP and multiple CAD systems, all parts are controlled electronically. This electronic Parts Management system eliminates the paper request method, reducing part request times from days to hours.

Bills of materials (BOMs) from both CAD systems are also fed into eMatrix for overall product design and then interfaced to the Oracle ERP system without further human intervention. By working through eMatrix, Pace has much deeper visibility into the current BOM through tighter revision control early in the design process. The BOMs also interface with the Change Order system through eMatrix, vastly simplifying the process of obtaining the correct approvals for a Change. If the appropriate person does not respond to a Change Order request within the correct amount of time, the request is automatically escalated. This system has reduced Change Order request times from days to hours.

The Bottom Line

The ability to electronically control processes has proven to be of greatest benefit to Pace. Jarrett says, "The agility Pace has gained through the eMatrix system has given us the ability to store, use, reuse and develop our knowledge base and designs more cost-effectively. By ensuring we will consistently meet the needs of our customers — digital broadcasters — for first-to-market, innovative technologies delivered on time, eMatrix is helping Pace maintain its position at the top of our industry."

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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