

CASE STUDY

CMC Electronics Soars with Intellera and WorkflowGen

'Always use the best tool for the job' is advice that applies to almost any task, and the IT department of CMC Electronics knew this to be true for creating workflows as well. While the company loved their portal and it was widely used, they knew that file sharing solutions were great for sharing files but not ideal for creating electronic forms and workflows. For that, WorkflowGen was the tool of choice for CMC's IT department.

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Gabriel Beauchamp,
Software Architect, CMC Electronics





The customer

CMC Electronics designs and produces leading technology electronics products for the aviation and global positioning markets. The company has achieved an international reputation for innovation and excellence in the design and manufacture of cutting-edge cockpit systems integration, avionics and display solutions for the military and commercial aviation markets. Based in Montreal, Canada, CMC Electronics has facilities in Canada and the USA serving its customers worldwide.

The challenge

Many electronic forms and workflows had been created using CMC's file-sharing system, but the process was very difficult and time consuming. The forms and workflows were not tightly integrated, the system didn't allow for granular permissions and different views, and everything was much harder to manage. The IT department decided to hire an experienced professional to address these challenges. "I've worked with WorkflowGen for many years, and I knew it was the best solution out there for managing forms and business processes," said Gabriel Beauchamp, the software architect at CMC.

Having worked with Intellera in the past, Beauchamp knew he could count on their technical expertise, business knowledge and professionalism to help CMC succeed with this initiative. Intellera always strives to understand the needs of their clients and are available to help with everything from implementation to training. In this case, Intellera assisted CMC to become proficient and independent with the solution.

The solution

The company decided to start migrating the thirty or so electronic forms and processes from the portal to WorkflowGen. "This was not like starting from scratch. For audit reasons, we needed to migrate all the historical data and associated business logic as well. It was a lot of work, but we knew it would be worth it because the user experience with WorkflowGen is really superior," he explained. Once a few workflows were done in WorkflowGen, the feedback started coming in and it was better than expected. "The users loved it and found it so much easier to use. As a developer, I found it ten times easier to use.

"I love the transparency of the system. All the data and the historical views are available to me. The system allows me to set reminders to be sent out when there are deadlines that are looming. The business process owners can open their dashboards and immediately see what has been done and what is pending.



Everyone loved the different views that are available with WorkflowGen.” He explained that with WorkflowGen, an administrator could create a default dashboard for a user, or they could create their own. Users have a lot of flexibility and can have multiple dynamic views open at the same time. If they close their browser and re-open later, the same views will automatically re-appear. A specific dashboard can be created for every process highlighting the type of information the user is interested in seeing.

While CMC was migrating their electronic forms and processes from the file-sharing system, they also created new workflows, starting with the expense report. WorkflowGen was used to create a very flexible and user friendly form and process. Errors were virtually eliminated since WorkflowGen was able to perform data validation

on the fly and users could make changes as part of the process.

Beauchamp says he plans to continue using WorkflowGen for many years to come. “I love the transparency and the flexibility of the solution. Struggling with workarounds is never any fun. With WorkflowGen, I have yet to find something that I can’t do. The WorkflowGen engine is just so flexible, it makes my life as a software architect so much easier.”

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