Integr8tor – Making a Great Business even Better

Danish company Mønprint took delivery of its Integr8tor system at the end of 2010.

Owner Jan Husen comments:

We have over 500 clients in Denmark, plus others in Sweden and Central Europe. New customers come to us each week, and we take on between 3 and 5 new products every day. Ours is a high-mix low volume business and we specialise in complex products. Through our own and our partners' facilities, we offer a high-speed 5-day engineering plus manufacturing service by which everything we start on a Wednesday is in Denmark on the following Monday. This means that we must be fast on our feet – quotes must go out to the clients as fast as possible, so that we can start working on the jobs on the same day.

First, we analyse and optimise our clients' PCB design data for PCB production, and in many cases, for subsequent assembly, ensuring that the information that goes onto the production floor is flawless. And unlike our competition, we conduct this crucial part of the production cycle in-house, rather than shipping it off to a design house in China or India.

In order to do this, we have over the years invested in all the tools and software on the market. Skills and expertise are an essential part of the offering, but they must be supported by the right tools. In 2009, we boosted our data quality by investing in the Ucam front end editing software, and at the end of 2010, we installed Ucamco's Integr8tor into our front end job quotation process.

Integr8tor has revolutionised our business. Up to the end of last year, our engineers spent hours analysing each quote request in depth – which took crucial time and resources from our firm orders. We dealt with the peak days like everybody else – by working long hours and queuing the requests until we could get to them. We probably lost a lot of orders, and in 2010, we even turned new customers away. Quote generation was a crippling bottleneck.

So when Jan Nijhoff of Adeon told me that Integr8tor would solve our quoting issues, we listened. We have a long history with Adeon and Ucamco, and know that we can trust them. We know they are serious, that their products are good, and they understand our business. So we decided to go with it. Ucamco spent just half a day installing Integr8tor for us, and it went to work almost immediately. One of the first things we noticed about the system is that it does everything it promises to do - we have bought so much industry software that doesn't deliver. But the biggest plus for us is that with Integr8tor we invest none of our engineers' time on a job until it has become a firm order. Our sales manager runs the entire quote process herself, from data receipt to quote delivery, even reverting to customers with detailed requests if data is defective. And the process takes just minutes, allowing us to start to work on incoming jobs immediately.

Integr8tor shows us clearly and at any moment how many requests are in, on hold, how many have been converted into orders, and it also shows which jobs contain critical errors, so we don't waste precious engineering time on jobs that will go nowhere.

Thanks to Integr8tor our engineers can focus their skills on pre-production CAM tasks rather than quote generation and we are now achieving 95-96% customer service for on-time quotes and deliveries. Integr8tor has brought a wealth of benefits and we see it as a principle enabler for our future growth.

Jan Husen, Owner, Mønprint

Mønprint specialises in adding engineering expertise and value to complex PCB prototype products such as 6+ layer or flex-rigid boards, high-speed PCBs or circuits that must perform in demanding conditions in high-reliability sectors such as the medical and automotive industries. Combining its own skills with those of its quality manufacturing partners around the globe, it offers its clients the very best in PCB engineering and production in terms of expertise, flexibility, speed, quality and price.

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Ucamco (former Barco ETS) is a market leader in PCB CAM software and laser photoplotting systems headquartered in Ghent, Belgium, Ucamco has more than 25 years of continuous experience in developing, supplying and supporting leading edge photoplotters and front end tooling solutions for the global PCB industry.

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Adeon is a professional partner of the European electronics industry. Our business philosophy is to enable our customers to meet their critical business objectives by providing solutions for the fabrication and assembly of professional electronics through hard-, & software systems, and services.

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