# Silver Eagle Chooses OESuite for Operations

**THE INTERNATIONAL GROUP, INC.**

## Implementing real-time analytics for Employee Training, Incident, MOC, CAPA, Customer Complaints, and production information with an interoperable system that successfully scales with the organization

### SITUATION

IGI Waxes / Silver Eagle (IGI) began implementing the OESuite® software platform in 2014. Their initial solution focused on compliance management (Task / Compliance Management, CAPA / Action Item Management, MOC, Process Risk, PSSR / Operational Readiness, Audit Management, and Incident / Event Management modules). After achieving their desired results with the initial module set, IGI decided to go further with OESuite. In late 2018, IGI decided to engage in a company-wide implementation of OESuite's Operations solution, and OS was asked to take a train-the-trainer approach so IGI could self-implement the solution across the organization.

### CHALLENGE

Before OESuite, IGI relied on paper-based processes to gather field information, which was then entered into spreadsheets for tracking purposes. In the control room, operators would manually pull data from OSI PI into spreadsheets. They needed an easier way to automate instead of continuing their manual processes. IGI needed clear, real-time insights into their entire organization's performance against various metrics and obligations – and a solution that would ultimately improve operational discipline.

### SOLUTION

IGI's previous experience with OESuite allowed their team to quickly learn how to configure the new modules. Because the OESuite platform is designed to be interoperable, information such as history of incidents and MOCs was easily tied into Operator Logs to improve visibility during the shift handover. OESuite's existing history of incidents and MOCs specific to IGI could be tied into the new Operator Logs module to improve visibility during shift handover. During the initial training phase, OS provided two weeks of end-user training and configuration of the OESuite platform for IGI to self-deploy. By late 2019, IGI deployed both the Operator Logs and Performance Management modules to one plant. They are now in the process of implementing at a second plant. "The users were excited to hear that we would be using OESuite for Logs, Rounds, and Performance Management. They already liked the existing module interface and functionality, so they were ready to adopt the new system," said Bill Sandblom, MIS Director.

### BENEFIT

"Exposing OESuite data to our users has played an important part in the company's digital transformation. Users now have real time analytics, which allow for better business decisions," Sandblom said. IGI is continuing their work with OS to further improve analytics, leveraging views that exposed by OESuite to Microsoft Power BI, which operators can access directly in the field with their new Microsoft Surface tablets. The views provide key insights into operations and production, allowing IGI to improve throughputs in its plants, allowing for greater operational discipline and enhanced profitability. "The OESuite platform started with a search for software to track employee training, incident management, and MOC for some of our plants. Since then, it has become the most important system in our plants and it's used company wide," Sandblom said.

For more information email us at info@DrivingOE.com or call (713) 355-2900.

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