

## SAP Customer Success Story



### **TRIVIRIX**

#### **TRIVIRIX ROLLS OUT PORTAL FOR BUSINESS TRANSPARENCY BETWEEN CUSTOMERS, SUPPLIERS, AND INTERNAL STAFF**

TriVirix International is an emerging leader in the manufacture of electronic and electromechanical equipment for the medical-device industry. A contract manufacturer, TriVirix coined the term “alliance manufacturing” to describe the close links and open information flow between itself and its customers.

“We have a very ‘open book’ policy. There is very little information we won’t show our customers,” says Mark Tanis, vice president at TriVirix and project manager for AllianceNet, the company’s e-business portal.

TriVirix implemented mySAP™ Enterprise Portal to support that business transparency with its customers. mySAP Enterprise Portal provides users with a single, role-based entry point into mySAP.com® transactions and information, legacy systems, databases, unstructured documents, and the Internet and Web services.

On the customer-facing side, TriVirix uses the portal – dubbed AllianceNet – to provide its clients with comprehensive access to crucial, real-time information about their orders. Customers retrieve this information anytime they want – from anywhere they are located – through Web-browser access to the AllianceNet portal.

“mySAP Enterprise Portal allows TriVirix to provide real-time production data to our customers’ desktops at almost no cost,”

TriVirix implemented mySAP™ Enterprise Portal to provide its clients with comprehensive real-time information regarding their orders. TriVirix staff similarly access information through assigned roles that correspond to their job responsibilities. Features like Drag&Relate let them click on information and drag it to another data source to which they want to relate it. This helps them get rapid answers to crucial business questions.



says Richard M. West, president and CEO. “As their contract manufacturer, we can deliver better and more timely information on the manufacture of their products than they can get from less powerful systems on their own factory floor.”

TriVirix delivers similar ease of access to information to its internal staff; everyone from “touch labor” on the factory floor, through middle and executive management. Individuals enter the portal through assigned roles that correspond to their job responsibilities. For example, direct labor uses the portal to access receiving, manufacturing, inspection, and service instructions at PCs and shared kiosks. Management can view sales information; project status; open engineering change orders; master production schedules; sales, production order, purchase order, and inventory status; inventory valuations against customers and suppliers; and financial reports.

“We want to access the same information that our customers access: delivery schedules, engineering change order status, inventory levels, and so forth,” Tanis says. “We encourage our customers to call with questions. Markets are communications, and increased conversations should lead to more business. If we are not using AllianceNet ourselves, then a customer is going to call and ask a question and our project managers won’t be equipped to answer it.”

### **ANSWERING CUSTOMER QUESTIONS**

With mySAP Enterprise Portal, TriVirix can answer those questions. Features like Drag&Relate™ let staff correlate information by simply clicking on the information and dragging it to another data source to which they want to relate it. This enables TriVirix personnel to communicate with multiple systems, transactions, and data sources to get rapid answers to crucial business questions.

The TriVirix business model is part-number centric, so a lot of Drag&Relate transactions involve that number.

“For example, ‘materials inventory manager’ is one of our defined roles,” Tanis says. “This manager can drag the part number over to, say, a stock overview transaction, which will accept the part number and then list the inventory status. The manager can drag the part number to the quality notification or to a supplier transaction to similarly determine status, or to the bill of material (BOM) to see a fully costed and exploded bill of material.”

TriVirix appreciates how this simplified portal solution addresses its business needs.

“It would be very clumsy to hardcode 20 hyperlinks corresponding to each part number on a Web page,” Tanis says. “Drag&Relate makes it a clean, fast system.”

TriVirix personnel also use the portal to go outside the mySAP.com solution.

“We set up the portal with some Yahoo! content where we can look at an [SAP®] R/3® transaction and drag the customer name over to a Yahoo! iView,” Tanis says. “This enables us to pull up financial information or news about that customer.”

Employees also use the portal to access “The Neighborhood,” a companywide bulletin board where TriVirix personnel post information, view company white pages, access a controlled document library, take advantage of an online help desk, and view policies and procedures.

“We also created a supplier role, providing vendors with portal access to our document vault to get the information they need,” Tanis says.

### **BEST-IN-CLASS ENTERPRISE PORTAL**

TriVirix is headquartered in Chapel Hill, N.C. The company also has an office in Pleasanton, Calif., while its manufacturing facility is located in Belfast, Northern Ireland.

TriVirix specializes in assisting customers from the end of the research/development phase through final manufacture. The company's products include defibrillators, measuring devices that detect hearing capacity in newborns, a device that calibrates anesthetic during surgery, and a measuring product for determining whether someone has had a mild heart attack or stroke.

TriVirix evaluated a number of solutions before it determined that mySAP Enterprise Portal offered the best capability in the marketplace.

“mySAP Enterprise Portal provided us with the functionality we needed right ‘out of the box,’” Tanis says. “I worked with some of the other portal products on the market, but they required too much programming in JavaScript to build the functionality we wanted for our Web site. mySAP Enterprise Portal required only a 90-minute installation to get the basic infrastructure up and running. The admin utility is Web-based and users like the clean, modern-looking interface.”

TriVirix cites two other reasons for selecting mySAP Enterprise Portal.

“We felt mySAP Enterprise Portal would integrate best with our SAP transaction system,” Tanis says. “We also chose it because we wanted to let our customers know that we were committed to being a world-class manufacturer.”

#### **RAPID IMPLEMENTATION**

TriVirix rolled out the basic mySAP Enterprise Portal framework quickly, leveraging SAP's accelerated solution methodologies for a rapid implementation. Using the framework, TriVirix's first step was to assign each customer a specific role. This enables customers – including their operations, purchasing, and finance personnel, along with executive management – to quickly and

easily access their accounts through a simple Internet connection and a browser-based interface.

“It was very easy to set up roles in mySAP Enterprise Portal,” says Tanis. “Within a single day we were able to transform our president's high-level requirements for AllianceNet into mySAP Enterprise Portal. We were also able to minimize training. Our president wanted us to build a system that was so intuitive that we wouldn't have to offer training classes. mySAP Enterprise Portal enabled us to meet this directive.”

#### **REAL-TIME INFORMATION FOR CUSTOMERS**

TriVirix customers access AllianceNet to choose from seven categories of information: end development, manufacturing, post-production services, product information, proposal and contract information, reference material, and communications. At the click of a mouse, they are quickly provided with a combination of real-time information extracted from the transaction system and static documents for reference purposes.

TriVirix customers use this information to determine project status and view manufacturing instructions, supplier information, and inventory position. They look at product specifications and BOM data and review proposal, contract, and pricing documents. They check warranty information, and can see TriVirix's entire quality-system documentation online. They can also launch iViews, such as a site map of capabilities, a white-pages lookup, and a bulletin board that any member can post to. They can even access a Web cam, to see a live shot of work in progress at TriVirix's Belfast manufacturing site.

TriVirix customers appreciate the access provided through the portal.

**“mySAP Enterprise Portal enables us to provide our customers with a level of comfort and trust, through our ability to share real-time information with them. This is very important to TriVirix. It is at the heart of our business plan and strategy, and enabled by the mySAP Enterprise Portal.”**

*Mark Tanis, Vice President at TriVirix and Project Manager for AllianceNet*



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“One new customer told us that this is exactly what he needed,” Tanis says. “The customer was concerned that his engineers were not providing us with access to the correct drawings, since a product was in transition and they were making engineering changes on a frequent basis. AllianceNet gave the customer access to all the documents that we had received from his team and immediate feedback that we were building to the right documentation.”

Another customer relayed positive comments about the ability of AllianceNet to provide instant, real-time access to stock levels. A third liked the fact that AllianceNet enabled the company to show its investors TriVirix’s outsource manufacturing capability online, without leaving the headquarters site.

“This particular operations manager was able to demonstrate our production resources through AllianceNet to his investors, providing them with peace of mind about the company’s outsourcing strategy,” Tanis says.

That’s a big plus for TriVirix in making its business case to customers.

“The AllianceNet portal powered by mySAP Enterprise Portal clearly differentiates TriVirix from its contract manufacturing competitors in the medical-electronics field and is a crucial element in creating customer comfort and making the case for outsourcing,” says TriVirix President West.

### **NEXT PHASE: BUSINESS INTELLIGENCE**

TriVirix runs mySAP Enterprise Portal on Dell servers, the Windows 2000 operating system, and an SQL server database. In addition to its customers, 30 TriVirix users access the system across three sites.

The company plans to expand the solution to enable Web-based meetings. Its customers want to increase the business-to-business capabilities of the portal, to change existing orders or launch new ones. TriVirix also intends to investigate mySAP™ Marketplace to help the company expand its customer and supplier community. Additionally, TriVirix plans to use mySAP™ Business Intelligence (mySAP™ BI).

“This will provide out-of-the-box functionality like exception reporting so we can ‘bubble up’ – through the portal – information that is important to our management team,” Tanis says.

For TriVirix, mySAP Enterprise Portal means customer satisfaction and competitive advantage. SAP channel partner Osprey, the SAP Division of NIIT, located in Charlotte, N.C., serves as TriVirix’s local provider of SAP solutions, enabling TriVirix and other fast-growing small and midsized businesses to differentiate themselves through the use of mySAP.com solutions.

“mySAP Enterprise Portal enables us to provide our customers with a level of comfort and trust, through our ability to share real-time information with them,” Tanis says. “This is very important to TriVirix. It is at the heart of our business plan and strategy, and enabled by mySAP Enterprise Portal.”