



Hu-Friedy, a leading dental device manufacturer, reduces job costs and improves production visibility with ShopVue.

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**Industry**

Medical Equipment

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**Challenge**

Control and minimize recall exposure and regulatory oversight

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**Solution**

Integrated job cost and tracking system

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**Results**

Reduced labor and improved data integrity

Reconciled issues with labor and attendance

More data to make better business decisions

## Company

This case study is based on Hu-Friedy, a leading midwestern manufacturer of dental instruments. Hu-Friedy produces precision fabricated products, known for their performance, longevity, reliability, and uncompromising quality. With over 300 direct labor employees that meticulously hand-craft instruments, labor efficiency and utilization are critical KPI's for their business.



“I would like to stress how much I enjoyed working with ShopVue and the implementation team. They know real-world manufacturing. Because of this, we are making quantum leaps in our job costing and tracking system.”

Hu-Friedy Operations Manager

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## Challenge:

Tasked with selecting a new ERP solution, Hu-Friedy was unable to find a system that was both people friendly and robust. They needed the following:

### Real-Time Order Tracking

Ability to track the status of orders, uniting disparate systems and having real-time data to improve troubleshooting were critical project requirements

### Easy & Seamless Integration

A 3rd party solution designed for the shop floor that would easily integrate with the new host system

### User-Friendly Implementation

A vendor that knew manufacturing and a system that did not place a burden on their resources during implementation



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## Solution:

ShopVue was selected because it is designed specifically for manufacturers, has a proven track record, interfaced with their new ERP system, and closely met the attendance and production tracking requirements.

ShopVue now runs on over **40 touch screen devices** collecting attendance and production data, tracking machine status, and **sending over 3000 daily labor updates** to SAP.

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## Results:

- Integrated Attendance and Labor systems, resulting in:
  - Auto reconciliation of labor and attendance hours
  - Reduction in clerical time for review and approvals
  - Improved data integrity, with more detailed labor analysis
- Intuitive touch screens to support a multicultural workforce
- Real-time production reports to help management make sound business decisions

“We are dedicated to innovation and staying ahead of the competition. ShopVue enabled us to take a big step towards a paperless system with the Paperless Dispatch Module and deployment of touch screens throughout the production floor.”

Hu-Friedy IT Director

Ready to get started with ShopVue?

Learn more at [caisoft.com/products/shopvue-mes](https://caisoft.com/products/shopvue-mes)