



## FEDERAL ELECTRONICS

### Vertically Integrated EMS Provider Turns to VISUAL® Enterprise™ for Competitive Advantage

“VISUAL Enterprise is very definitely a competitive advantage for us.”

RICHARD EVANGELISTA, VICE PRESIDENT OF OPERATIONS, FEDERAL ELECTRONICS

## About the company

Founded as an electronics repair company in 1948, Federal Electronics is now a vertically integrated electronic manufacturing service (EMS) provider focusing on the high mix, high complexity and low volume requirements of domestic OEM's. Manufacturing capabilities include advanced technology printed circuit board assemblies, copper cable and wire harness assemblies, fiber optic interconnect assemblies and functionally tested higher level/system level assemblies.

Located in Cranston, Rhode Island, Federal Electronics has 200+ employees and services over 40 customers. As the business continued to grow, management at Federal Electronics realized that the company needed a new system to more efficiently manage its operations. “We were in the Stone Age,” states Richard Evangelista, referring to the company's management systems in 1999. “We were using a menu-driven ERP system. It had no scheduling capabilities. It was more MRP than anything else. We were looking to make a quantum leap, and we got one with VISUAL® Enterprise™.”

## Products & Services

Printed circuit board assemblies, electromechanical assemblies, copper and fiber optic assemblies, system integration and testing

## Target Markets

Aerospace, data processing and computer equipment, industrial processing equipment, medical, military, networking, semiconductor capital equipment, telecommunications, test and measurement

## Applications Used

VISUAL Enterprise  
VISUAL Quality

## Setting the strategy

Federal Electronics went live with the VISUAL Enterprise product suite in June 1999 after an implementation assisted by Synergy Resources. “The implementation professionals at Synergy Resources were fantastic during our implementation.”

Evangelista comments. “They were thoughtful and insightful. They really understood the product, they really understood manufacturing, and they took the time to learn about our business. They were committed to our project and were available 24 hours a day during our implementation. They really went above and beyond for us.”

The benefits of the VISUAL implementation were immediate and impressive. From customer service to manufacturing floor control, quality management to back office accounting, VISUAL improved the productivity of almost every aspect of Federal Electronics’ business.

Customer service at Federal Electronics improved with VISUAL Enterprise. “VISUAL gives us more real-time visibility to what’s going on, so we can serve our customers better,” states Evangelista. “It’s great to be able to give our customers information about their jobs in real time. Now we can give our customers the answers they need while they’re on the phone, rather than digging for answers and calling our customers back. Immediate information is a powerful tool, both for our customers and ourselves.”

The visibility that VISUAL provides is also a benefit when managing shop floor activities. “The ability to schedule our jobs provides immediate information,” states Evangelista. “We can see what’s happening on the shop floor at all times, so we can make decisions and changes more quickly. We always know what we should be working on.” Seeing results

VISUAL also shows the management team at Federal Electronics when a problem exists. “VISUAL allows us to work on our problems,” states Evangelista. “Rather than guessing at the problems in our operation, VISUAL shows us what the problems are, so we can address what needs to be fixed while leaving everything else untouched. We can react quickly to remedy a problem before it becomes too late. It’s a powerful tool for us.”

In addition to VISUAL Enterprise, Federal Electronics also uses VISUAL Quality and VISUAL Financials to manage its operations. As an ISO certified manufacturer, Federal

Electronics uses VISUAL Quality for Non-Conformance Reporting (NCR) and Corrective Action functionality. The company uses VISUAL Financials to manage its accounting activities.

With its powerful scheduling and management capabilities, and with its easily understandable way of displaying vital information, VISUAL Enterprise has helped Federal Electronics become a more efficient and better managed operation. “VISUAL Enterprise is definitely a competitive advantage for us,” states Evangelista. “We are in the midst of substantial growth. VISUAL has helped us achieve that growth.”

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## There Is A Better Way

At Synergy, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that’s simple to buy, easy to deploy, and convenient to manage.

There is a better way.

For additional information, visit [www.synergyresources.net](http://www.synergyresources.net)