

CHRISTIE DIGITAL CASE STUDY

Enhancing ECM and ERP Integration and Boosting Business Performance

Christie, a global visual technologies company, offers diverse solutions for business, entertainment, and industry. With expertise in film projection since 1929 and professional projection systems since 1979, we've established a reputation as the world's single source manufacturer of a variety of display technologies and solutions for cinema, large audience environments, control rooms, business presentations, training facilities, 3D and virtual reality, simulation, education, media and government. As a market leader, Christie has installed over 100,000 projection solutions worldwide. Learn more at www.christiedigital.com

To improve its back office and customer service processes, Christie deployed Perceptive Content (formerly ImageNow) from Perceptive Software. This solution delivered rapid productivity and efficiency, but Christie wanted to derive even more value from its process and content management system. So the organization turned to Shamrock Solutions, a leading provider of IT professional services, to enhance integration between the Perceptive solution and the company's JD Edwards ERP system, to create custom e-forms and to ensure its servers were running optimally.

“Shamrock offered a faster implementation schedule and better value than any other option we considered,” says Renee Dinh, Sr. Application Security Specialist/ Programmer Analyst at Christie.

Improving Integration Between ImageNow and JD Edwards

The first part of Christie's Shamrock Solutions project was to enhance the integration between Perceptive Content and JD Edwards. For the company to run effectively, these two systems must be able to pull and push data to each other without delay. Shamrock designed and implemented several custom scripts, which enable JD Edwards to push data to ImageNow custom properties. This can trigger several processes, including automatically retrieving all invoices pertaining to a certain check being processed by the accounts payable (AP) or accounts receivable (AR) departments. Christie set very aggressive time goals for its ImageNow-related professional services projects, and was glad with how Shamrock helped hit these targets.

“We needed a very quick turnaround with scripts and e-forms for our ImageNow system, and Shamrock told us they could deliver,” Dinh says.

“I was very happy, when they kept this promise and helped us meet our project deadlines.”

QUICK FACTS

Focus:

Visual technology

Location:

Headquarters in Cypress, CA & offices worldwide

Integration:

Perceptive Content (formerly ImageNow), JD Edwards

Shamrock Services:

E-forms design and deployment, custom scripts, server tuneup

Driving Efficiency With E-Forms

Next up on Christie's ImageNow wish list was the design and publishing of e-forms, which would enable the company to capture data that could be quickly used in materials management and financials. Shamrock created several customized e-forms and "The e-forms that Shamrock designed and published do exactly what we need them to," Dinh says. "With them, we're able to better manage check requests, capital expenditure requests and transferring inventory between locations."

Helping Prepare for Global ImageNow Expansion

Christie also sought Shamrock's help to ensure that the servers which run Perceptive Content were operating effectively. As part of an extensive testing and benchmarking analysis, Shamrock staff identified indexing errors that, once fixed, delivered even greater speed and efficiency.

"The server tuneup that Shamrock performed gave us the comfort of knowing that our ImageNow system is running optimally," Dinh says. "We're going to roll the system out globally soon so having the best possible performance is very important."

Shamrock: A Professional Services Provider You Can Count On

Dinh believes that Shamrock's professionalism and proactive project management helped meet her expectations and goals for this deadline-focused project.

"Shamrock's services were great value and they stayed on budget, which is not always the case when it comes to professional services," Dinh says. "They saved us at least a month in expediting our ImageNow project."

The Business Pain Points

- Integration between Perceptive Content (ImageNow) and ERP system needs to be deeper
- Needed a very fast professional services turnaround to meet project goals
- Wanted to deploy e-forms for materials management and financials
- Servers must be running optimally to help prepare for global ImageNow rollout



Shamrock Solutions

- Custom scripts improve data sharing between ECM and ERP suites
- Shamrock delivered on promise to meet or beat the deadline
- Custom e-forms speed inventory transfer, capital expenditure and check requests
- Found and corrected indexing errors, speeding system performance