

CASE STUDY

Owens Corning Increases Flexibility and Reduces Development Time by 75% With the Installation of SENTINEL

Solution: SENTINEL

Partner: Lowry Solutions

Industry: Manufacturing

Background

A global manufacturer of building materials and composites since 1938, Owens Corning, has over 15,000 employees and 65 plants across the world. Specific labels are required for all of the products manufactured by the company, which include roofing shingles and PINK insulation along with fiberglass composites for numerous industries. The information on each label varies according to the product and the specifications for each customer's receiving system. With a company-wide focus on delivering high-quality products and services to customers around the world, Owens Corning was seeking a labeling solution that would improve their customer workflows.

Owens Corning's existing process required intensive custom development to SAP so labels could be generated from the system. The process had limited flexibility and the company was unable to quickly adapt to customer requests for label format or content modifications. Owens Corning's IT staff spent inordinate amounts of time updating SAP's code to address label template changes or configure a new printer. In addition, users were printing local versions of label templates directly from CODESOFT, which resulted in variance between labels generated from different plants.

"We were completely tied to the types of labels that were coded in our system, and had no way to address change requests from customers," said John Butler, Information Systems Professional. "As RFID and 2D barcodes became more and more popular, we started looking for a more flexible labeling solution."

Challenges

- ✓ Changes to label designs required custom development to ERP system
- ✓ Limited ability to incorporate new technology such as RFID or 2D barcodes into label templates
- ✓ Manual data entry was time-consuming and error-prone

Results

- ✓ 75% reduction in development time, resulting in an equal decrease in labor costs
- ✓ Complete flexibility in label templates allows for quick response to business and customer requirements
- ✓ Automated label creation process with SAP integration has increased efficiency and reduced errors

Solution

As Owens Corning started researching labeling solutions, the team outlined their key requirements and desired functionality and began comparing options with their reseller, Lowry Solutions. “When we went down the list and did the math, TEKLYNX came out on top,” Butler said. “They have the most complete breadth of functionality and are consistently providing patches and upgrades.”

Lowry’s experienced Professional Services group and the TEKLYNX sales team worked together to determine an ideal solution. Owens Corning ultimately chose to leverage an existing custom CODESOFT user interface by adding on SENTINEL and LABEL ARCHIVE. TEKLYNX supported Owens Corning through their intensive testing process, which helped the company determine where they could see the biggest initial impact with the software. The IT team worked through different hardware and front-end system configurations during testing, which helped the deployment process run smoothly.

Their first project involved an SAP upgrade rollout that affected multiple plants. A TEKLYNX engineer was onsite for the first two installations. After two days of on-site training during the second installation, Owens Corning’s staff was fully trained and able to install the software, design label formats, configure printers and produce final labels on their own.

SENTINEL is a print automation solution that leverages CODESOFT, TEKLYNX enterprise-level label designer. These solutions enable complex label design and printing by integrating with existing ERP, MRP or other business systems, allowing administrators to manage an unlimited number of printers and requires little to no manual maintenance once configured.

A next-generation automated label printing solution with thousands of global installations, CODESOFT and SENTINEL integrate with virtually any system across your enterprise environment.

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Results

The printing automation features of SENTINEL allow labels to be generated automatically from SAP, eliminating unnecessary manual processes. Owens Corning can quickly adapt to customer requests and easily make changes to label templates in CODESOFT. The appropriate data can be pulled from the system without excessive custom development, and staff can be confident that the correct version is printed with accurate product information. Since implementing SENTINEL, Owens Corning has seen a 75% reduction in development time and associated costs.

“Before TEKLYNX, change requests for label templates required up to two days of development. Now, it only takes two hours to create new labels, and making changes to existing templates takes even less time,” Butler said. “Designing label formats and configuring printers is much easier in TEKLYNX than in other systems.”

Shortly after implementation, two of Owens Corning’s European customers requested that every pallet of material shipped to them have a label with embedded RFID. “Three years ago, we had absolutely no way to address a request for embedded RFID,” Butler said. “Because we’d implemented TEKLYNX software in the plants that service those customers, we were able to quickly deploy the functionality and exceed our customers’ expectations.”

Now that SENTINEL is a critical part of the company's operations, TEKLYNX and Owens Corning are installing LABEL ARCHIVE, an out-of-the box solution that provides backup capabilities for disaster recovery along with an audit trail to track user activity. By adding LABEL ARCHIVE to their labeling process, Owens Corning will continue to see further reductions in errors.

The company's technology roadmap includes rollouts to a total of 20 plants as part of the SAP upgrade project. Owens Corning will continue to expand the software's reach as they add divisions and product lines and upgrade their software infrastructure at additional plants. The company can easily scale the application by adding on users and printers, and its streamlined installation process gives Owens Corning the flexibility to configure their solution themselves and keep costs low.

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“TEKLYNX is our new standard of labeling software. It's easy to use from a deployment and development standpoint, and we'll be implementing it for all of our future projects with labeling requirements.”

- John Butler,

Information Systems Professional



TEKLYNX International helps supply chains work better. Today, more than 750,000 companies in over 170 countries trust TEKLYNX integrated barcode and RFID label design products and the people behind its solutions to make barcode labeling operations efficient, accurate, secure and industry compliant. With over 30 years of experience, TEKLYNX is the global leader because of its reliable software and superior customer support. To learn more about how the TEKLYNX community helps companies across industries worldwide, visit teklynx.com or call TEKLYNX in your region. Barcode Better™ with TEKLYNX.

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