

xfm case study: fort wayne metals

“The XFM team met and exceeded our expectations. They definitely undersold and over delivered. The XFM paid for itself in just a few months with the man-hours in productivity gained. Our managers are thrilled with the results.

With the XFM and FileMaker, our real-time, mission critical, transaction-intensive system has been stable and uninterrupted since day one of its install. This system makes our work and my job so much easier.”

— Brian Perez
Computer Technician
Fort Wayne Metals

automation: a medical-parts supplier

Fort Wayne Metals Research Products Corp. is a recognized leader in the research, development and production of fine grade medical wire. Their expertise lies in stainless steel, titanium, titanium alloys, and specialty alloys such as Nitinol.

The medical industry requires rigorous inspection processes and criteria for all its suppliers, and Fort Wayne Metals is no exception. Prior to upgrading it, their inspection system restricted Fort Wayne Metals' productivity and eventually its bottom line.

Employing a FileMaker-based system, Fort Wayne Metals now automatically manages inspection criteria for tens of thousands of part numbers and integrates with several third-party software applications while providing flexible support for future product lines. With FileMaker, Fort Wayne Metals' improved inspection-system efficiency has increased company productivity.

the challenges of success

With new tools, Fort Wayne Metals increased productivity and rapidly pushed the automated solution to its limits. The solution supported concurrent WAN connections to five remote facilities, at times totaling 150 users plus dozens more automated processes. Round the clock shifts drove the system constantly. They instrumented and hardened their solution. But with increased load, users began noticing response time delays, blockage during backups, and increasingly-long delays when running important solution functions. The solution began locking up, sometimes more than once a week. With greater, constant demands on their system, instability and performance challenges arrived in proportion to the solution's success.

To minimize interruptions, Fort Wayne Metals restricted backup frequency to once a day. It helped. But as success drove harder usage of the solution it also increased the frequency of downtime. They performed system reboots for server hangs, but these unplanned reboots interrupted their continuous, three-shift productivity. They optimized and tuned, but their solution continued to face performance and uptime challenges in direct relation to its increased usage. With every improvement to the business bottom-line the need to evolve the FileMaker solution to its next level increased proportionately.

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contact us

Please request additional information:

sales@goxfm.com
312 850 3308 x1

xfm: 37% performance increase

FileMaker demonstrated its value to Fort Wayne Metals' bottom line and they needed to take the solution to its next level.

Fortunately, with their detailed instrumentation, introducing an XFM provided cold, hard facts of just how hardware designed for FileMaker could optimize their solution. The developers could compare quantitative "before" and "after" results. The XFM provided these benefits:

- 37% overall, system-function performance increase
- Previous multi-hour job runs now take 20 minutes or less
- Zero user interruptions during backups
- 96 backups per day, from 1 per day (thus minimizing data-loss risk)
- No server hangs and unplanned reboots since installation (previously once weekly).

A consultant for Fort Wayne Metals, WorkflowData.com's James David Ramsey, comments: "Users are no longer gridlocked. We previously witnessed some processes 'standing still'. With FileMaker and the XFM, that no longer happens."

business class service with filemaker value

By adding an XFM, Fort Wayne Metals enabled their FileMaker solution to reach its next level in business class service. FileMaker again delivered against dynamic workflow needs in a thriving, adaptive business environment. Combined, FileMaker and XFM enabled Fort Wayne Metals to grow the business to its next level – at a fraction of the cost of any other option in the market.

Upgrading any solution to business class is a challenge that major corporations around the world face with significant expenditures. With an XFM, lifting a FileMaker solution to its potential can be rationally priced, faster, more convenient, and can enable cutting-edge business competitiveness. That's value a business can depend on.

are you unleashing filemaker?

What kind of performance upgrade can your system realize with an XFM? Is your solution delivering FileMaker's true potential?