# Data-Driven Manufacturer: Managing Operations with Search-Driven Analytics

FORTUNE 500

MANUFACTURER

## Data-Driven Operations

Manufacturers are faced with razor-thin margins. They work hard to bring the best products to market faster and more efficiently than their competitors From supply chain and facilities management to product design and HR, they are always looking to identify bottlenecks and optimize production operations. Data captured at all levels of production help drive these efficiencies.

One global semiconductor manufacturer produces billions of computer chips each year. The faster and more efficiently they can move new ideas through the development process and into the hands of customers, the more revenue they can generate.

## Limited Views Slow Production

For this semiconductor manufacturing company, engineering operations teams are tasked with analyzing project plans and product design data to build higher- performing products, reduce operational costs, and beat competitor devices. The teams used multiple BI tools— including Cognos, Oracle OBIEE, and QlikView—to try and get visibility into product and operations data.

Unfortunately, because these tools were too complex for the engineers to use, they relied heavily on the BI team to set up their data and produce reports for them. The overworked BI team struggled to get data into engineers' hands fast enough. And this proved to be a bottleneck of it's own, slowing production across product lines.

## Highlights

### 100 Users
Product Delivery, Operations, Customer Care

### 200 GB
Production Design, Microsoft, Salesforce.com

### 1300 Searches
Ad hoc searches weekly across the organization

### 10% Cost Reduction
Engineers identified opportunities to reduce costs in product materials.

# Using Search to Analyze Data in Seconds

## Eliminating Bottlenecks

To give engineers faster visibility into operational data, the company needed a BI solution that would be easy enough for anyone to use, but would still allow for analysis across multiple data sources.

Now engineering management can analyze headcount, design goals, and project milestones by product and tier to optimize the entire delivery process.

With ThoughtSpot they no longer have to wait for the BI team to create reports for them, anyone can use search to analyze and drill down into any metric.

## Self-Service Analytics for All

Now ThoughtSpot is an integral part of the BI stack at this manufacturer:

- The product delivery team is using ThoughtSpot to analyze test result data from the subcomponents of microchips. They are performing root-cause analysis by component and defect to see what areas are causing the biggest problems and fix them quickly. They are now delivering products to customers 10% faster.

- The engineering operations team is using ThoughtSpot to optimize the supply chain, and have eliminated delays in the product pipeline.

- The customer service team is using ThoughtSpot to identify trends around cases by customer, product and region—they have improved productivity and customer satisfaction by 15%.

With access to search-driven analytics, business users at this manufacturing company are performing 1,300 searches a week. Teams have been able to increase productivity, reduce material waste, and streamlining operations at all levels of the business.

"Now our BI team can focus on strategic projects, instead of being distracted by a backlog of reports"

— HEAD OF BI,
  FORTUNE 500 MANUFACTURER