



Success Story

Lyric Robot

Outstanding precision automation manufacturing



“Before using Signavio, it took a minimum of seven days to optimize a process – now with Signavio, it takes only three. **That’s a 60% decrease in time and personnel resources** needed to constantly improve our processes, and doesn’t take into account the operational benefits of the actual improvements themselves”

Fu Shuang, Head of IT – Lyric Robot

Specializing in high-tech smart outfit, factory automation, and industrial robot system integration applications, Lyric Robot is at the forefront of the New Manufacturing wave. The benefits accrued by Lyric Robot as a result of their use of and partnership with Signavio are striking.

Background

Founded in 2002, Lyric Robot specializes in the design and manufacturing of precision automation, and industrial robotic solutions. With a strong focus on R&D, Lyric Robot holds 177 patents – demonstrating their record for innovation.

The Challenge

When Lyric Robot's workforce increased 150% within one year – from 200 to 500 employees, management quickly came up against some serious barriers to progress and growth, created by the Big Brand flowcharting software they had been using.

With internal processes being constantly improved upon, the lack of revision control or ability to sync, and no standard modeling language, meant that while many processes were being generated, model validity and scalability were critical obstacles for the business.

In addition, the lack of a single source of truth, or repository for the processes meant that locating and using the processes which did exist was frustrating and time consuming. And if good managers know one thing, it's if a system is difficult or frustrating for employees to use, it won't be used.

“When a company is scaling as fast as we are, our people must have absolute confidence in the

accuracy of the processes they are following. If this is not the case, the whole system is affected. We knew it was time for a change.”

Signavio: a powerful yet simple partner in growth

Fu Shang had been about to sign with another vendor, but quickly canceled the contract after his Signavio demo.

“I knew immediately during my demonstration that Signavio was the complete package, in one elegant platform. Whereas many of the solutions we assessed were essentially unfinished, meaning they would require expensive (and often not well executed) customization, I was impressed with how well engineered and thought-through every aspect of Signavio's solution was, and is.”



“Signavio was the obvious choice here – we got all the functionality we could want, straight out of the box – no fussing around, and no extra customization costs. Signavio's transparent approach to product design and functionality is truly reflected in the transparency and simplicity of their pricing structure, and every aspect of my dealings with the team.”

The Implementation

Beginning with simple process mapping/ modeling of their existing manufacturing processes – from purchase of raw material, to design, to the actual assembly of the products – they saw immediate benefits from using the global BPMN 2.0 standard.

Suddenly every department in the company was producing processes understandable to, and consistent with, all other departments (with role-based access to the Collaboration Portal – Lyric Robot's exclusive, secure process repository). This greatly enhanced process reusability, utility and overall organizational transparency. The shared understanding underlying the processes they created with Signavio equaled less wasted time debating and clarifying what the models meant. They could advance straight to the valueadding work, saving time, money and opening up space for innovation.

“When a company is iterating and improving with the speed we are, transparency is a key consideration. Process owners can easily check that processes in their area of responsibility are accurate and do not conflict with operations in other related departments.”

“This greatly advances our ability to focus on the value we create as a whole system, and identify opportunities for improvements. Sources of error are quickly resolved.”

Wins so far

When asked about what concrete benefits Lyric Robot has already produced in the short time they have been using Signavio, Fu Shuang didn't hesitate –

“Before using Signavio, it took a minimum of seven days to optimize a process – now with Signavio, it takes only three. That's a 60% decrease in time and personnel resources needed to constantly improve our processes, and doesn't take into account the operational benefits of the actual improvements themselves.”

“Another example – we recently implemented a new SAP® ERP system, and were able to utilize Signavio to speed up and ensure validity of the

business processes to be implemented in the Blueprinting phase – again saving us time, money, and ensuring everybody was on the same page. Signavio was a valuable companion on our ERP system project, increasing the implementation efficiency at each milestone.”

“From an operational perspective, the transparency Signavio brings is invaluable when it comes to quickly diagnosing and responding to issues to ensure we are working with accuracy and efficiency. When we uncover an issue or find a fault in a product, we can simply refer back to the process models in the Signavio Process Editor to determine if the process needs to be amended or whether it was a human error. It means we can manage our business proactively, responding both appropriately and quickly when necessary.”

“Our partnership with Signavio has been a huge asset to Lyric Robot from day one. From the responsive and knowledgeable Sales and Support team, to the elegant, intuitive simplicity of the tool itself (in terms of use, not capabilities), I have been impressed at every turn. I was especially impressed with Signavio when it came to our ERP implementation – a project like that can be a minefield, but Signavio's solutions made it easy to keep the project on track to success. When it comes to BPM software, choose once and choose right – Signavio has the functionality and usability to support us at all stages in our growth.”



Fu Sheng's Top 3 Signavio Benefits

1. Support to scale

Signavio has added considerable value in terms of supporting our business to scale. Our ability to onboard fast and have new hires hit the ground running has meant they are able to contribute much faster.

2. Continuous improvement culture

BPM has given us the power of transparency over our processes. Now we are able to identify the source of issues to resolve them much more easily. The collaborative and commenting functionality means that everyone can get involved with generating ideas and finding better ways of working – BPM enables our agile innovation culture.

3. SAP® ERP system implementation

This is what impressed me the most – SAP® implementations can be extremely complex, but with Signavio, the task of setting up and validating our business processes during the Blueprinting stage took something incredibly daunting, and made it manageable. Using Signavio saved us time, money, and ensured everyone involved was aligned – as a business leader, it doesn't get better than that!



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