

“Staged” Installation Across The Enterprise

The accessing of design information for all employees was vital in fulfilling orders at the New Era Cap Company. The decision to install Wilcom Design Workflow™ was based on the software delivering a design management solution to all sections of the organization, from the order entry and sales teams through to the design department and production floor.

About the Company

New Era Cap Company, Inc., is the leading manufacturer and marketer of Major League sports caps in the U.S. Founded in 1920, the company's product line consists of more than **50,000 embroidered designs**, and production exceeds 15 million sports caps per year. New Era is the exclusive manufacturer and marketer of the official uniform caps worn by major and minor league baseball players. The company also manufactures and markets caps under licenses of NBA, NHL and most major colleges.

The company employs 8 full time digitizers and operates over 300 Barudan machines networked with machine networking software. For more information about New Era Cap Company, Inc., refer to its Web site at: <http://www.neweracap.com>



Aim of project

The New Era Cap Company project began in October 2000, when their existing database was converted over to the new Wilcom Design Workflow™. Their existing database solution was limited to one standalone workstation, which integrated with the production system through the use of floppy disks. The aim of the project was to replace this current system with a scalable solution that would eliminate the existing manual processes and would integrate strategically through each section of the business.

Staged Installation

The **first stage** of the project involved the New Era IT Department installing the Design Workflow™ software on their already configured SQL 7.0 Server. This way production would not be slowed down during the conversion. The existing database files were copied off-line to another computer where a new database was created. The database was then brought back on line and copied back to the main SQL server. The backup and restore routines within the SQL Enterprise Manager were used to replicate the database between the two servers.

The **second stage** involved updating the client machines to the minimum specification required for the client connectivity. This involved updating the existing Wilcom security devices with access codes so all users could connect to version 7 software. Because the software had been built to utilize the latest Windows 2000 technology, some computers still running with the outdated trysoft security devices upgraded to parallel port security devices.

During the **third stage** the Designer Workflow™ Client software (MDAC) was loaded from the Design Workflow CD onto the workstations in the Design Department. The New

Solution Overview

Customer Profile

Industry: Cap Manufacturer

Business Situation

New Era Caps needed a design management system to catalog over 50,000 designs, so they could share design information throughout many parts of the organization.

Solution

Business Scenario
Design Management

Solution Size

8 Designer Systems
25 Customer Service

Designs

50,000+

Benefits

1. Reduced design retrieval time and administration work for Design Team.
2. Eliminated double entry of information.
3. Empowered customer service with Design information, which has increased order accuracy.
4. Reduced floppy disk expenses
5. No re-digitising due to lost work.
6. Automated machine file creation, which has reduced production errors.

Wilcom Products Used

ES Designer 8.0
Design Workflow™ 8.0

Database Products Used

Microsoft SQL 2000

Case Study

Era IT staff configured the network to make sure that the TCP/IP networking protocol for the SQL client connectivity had priority over the existing Named Pipes protocol on the client machines. They also configured the network routers and SQL server to optimize performance.

As more than 5 concurrent users were to be connected to the Design Workflow™ New Era adopt an “Enterprise” approach to the installation and use Microsoft SQL 7.0 Server software, rather than the MSDE smaller company database option. This has allowed them to configure more security control over access to the database through a Windows NT authorization. New Era has since updated to the more responsive SQL 2000 database engine for their Enterprise solution.

"Our goal is to allow people to focus on their jobs—not on the tools they use to do them," says Mark Harris from New Era IT Department. "When you walk in a room and flip a light switch, the light comes on. You don't have to stop and think about the systems that make the light work. That's the way it should be with information systems and software tools. They should just work-so people can be as productive as possible."

During the **fourth stage** of the project the IT department selected an appropriate backup strategy for the database. They choose to keep the design files on a separate file server and use a more powerful SQL server to host the database records. By configuring two machines this way they optimized the performance of the SQL server, because it didn't have to do file sharing duties and also split the task of backups. The file server hosting the designs meant that they could maintain their normal differential backup method

for the design files. To backup the database records they used the scheduled backup wizard within the SQL Enterprise Manager Console to create a .bak file each night. They configured this backup procedure such that it ran before the nightly network backup, so the .bak file made it on the main backup tapes.

The **fifth stage** of the project used the automatic facilities of the database to output any machine file when a design is recorded and the ingenuity of the IT department to deliver this file to multiple factories across America at the same time. These two processes combined to integrate the Design Workflow™ with their current machine-networking product and save hours of work for New Era staff and most importantly maintain design consistency across multiple sites

Having seen the Workflow in action for a few months and the time saved by Design staff searching for design and information

, the New Era Management equipped the Customer Service team with a copy of the Design Workflow clients. This has allowed them to also search for design information and view them in TrueView whilst working with customers. By using the inbuilt five security levels within the Design Workflow™ we were able to protect the access to the machine files and sensitive material dependant on the role of the user.

In the near **future** New Era are looking to expand their use of Wilcom's Enterprise solutions, integrating information from the Design Workflow™ with their payroll system and providing their Sales Team with access to the design information whilst on the road.

For more information about Wilcom products or services, contact your Wilcom Representative. To find your Wilcom representative visit our website at <http://www.wilcom.com.au/>

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