



# What is Back-Office Business Process Automation for Engineer-to-Order Companies?

Back-Office Business Process Automation is the practice of analyzing, documenting, optimizing and then automating business processes. The business process is the flow of information, *modified by value-added tasks*, that begins with the first contact of a prospective customer and continues through delivery of a finished product. Well-developed business processes can create a seamless link from initial customer interface through the supply chain. Automation of those processes improves the accuracy of the information transferred and ensures the repeatability of the value added tasks performed.

ETO (Engineered-to-order) & BTO (Build-to-Order) manufacturers have a special need for business process automation because of their sophisticated processes. By definition, ETO/BTO manufacturers don't sell products off the shelf. ETO/BTO company's must identify their customers' precise needs, engineer the product, determining which standard components to use and which ones to customize. They must determine cost, the method of manufacture and then make it on time and within budget. For ETO/BTO companies this process is far more complicated and occurs far more frequently than for other manufacturers. Therefore, the value of back-office business process automation is very high because these back-office activities are an integral part of the value-stream. With back-office business process automation, cycle time and cost is reduced, delivery time is improved, the percent of error-free work is increased and margin erosion is reduced.

DAA (Design Automation Associates, Inc.) provides back-office business process automation and maximizes this value. Please take a moment to ask yourself the following questions. If your answer is "no" to any of these, you should consider DAA.

## Does your current system. . .

- Allow a product to be fully defined, engineered and detailed in real time with engineering collaboration from remote locations?
- Allow accurate quotes and content rich proposals (with dynamically generated CAD data) to be developed within an hour?
- Allow customized engineering documentation, work orders, diagrams, bills of materials and data sheets to be created automatically or with a minimum of human interaction?
- Archive and generate comprehensive product proposals in a consistent format across divisions and product lines?
- Increase the accuracy of proposal engineering, order entry and order engineering so that you can assure your customers, "We build what we bid"?
- Allow stand-alone operation or as an embedded/integrated application within your CAD system, Enterprise Requirement Planning and supply chain systems?
- Easily incorporate changes in product specifications, engineering/manufacturing standards, nominated suppliers and requirements?
- Enable entry-level engineers to applicate products and services based on the knowledge of senior engineers?
- Track each aspect of bidding, designing and manufacturing the most sophisticated engineer-to-order products so their status is known to the client and your entire team?