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The Navigator for Enterprise Solutions

Quality Management Special

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20 Most Promising Quality Management Solution Providers - 2017

Quality management is no longer a nice-to-have addition, but an aspect that is imperative for businesses to survive in the current competitive landscape. Enterprises are increasingly turning to quality management systems (QMS) to address their clients' concerns pertaining to product quality, performance, and conformance to industry standards. According to industry reports, the market for QMS is expected to touch \$12.63 billion by 2024 driven by the demand for advanced quality management capabilities.

Today's QMS solutions come packed with various functionalities including document control to track non-compliance. Tight integration of QMS with CRM and ERP systems are more important than ever to support judicious resource management, resulting in cost optimization.

Furthermore, with enterprises seeking cloud-based solutions, QMS vendors are jumping on to the SaaS bandwagon to improve scalability and facilitate faster deployment and ease of access. The dynamism surrounding the QMS market has kept the C-suite busy, with executives brainstorming over various QMS offerings in the market to meet the niche requirements of their organizations.

With the objective of helping organizations zero in on the best QMS solution, a distinguished panel comprising CIOs, CEOs, CTOs, analysts and the CIOReview editorial board has reviewed numerous companies and selected the leading ones in the market. The companies featured here demonstrate exceptional abilities to innovate and customize solutions to suit their clients' requirements.

In this edition of CIOReview, we present to you "20 Most Promising Quality Management Solution Providers - 2017."



Company:
SIMCO Electronics

Description:
Leading provider of calibration, repair, and software services for test and measurement instruments used in technology organizations

Key Person:
Sam Klooster
Director, Software Business
Development

Website:
simco.com



SIMCO Electronics

The Quality Management Stalwart

Founded in 1962 out of NASA in Silicon Valley, SIMCO Electronics has offered a SaaS solution for over 20 years as a foremost provider of calibration, repair, and quality service management software and services to life science, aerospace defense, and other high tech manufacturers around the world. At the outset, SIMCO identified that original equipment manufacturers (OEMs) used different systems for calibration, preventive maintenance, and auditing, which restricted them from developing an integrated, global view of their instruments, technicians, and quality process compliance and productivity. Moreover, the geographical distribution of tools, software, and users caused a huge gap in quality, maintenance, and loss prevention. To remedy these issues, SIMCO created CERDAAC Service Manager that incorporates a suite of solutions to help customers manage different aspects of their quality programs.

Born out of a client engagement to streamline quality management processes, CERDAAC Service Manager is an advanced cloud-based service that offers end-to-end asset and service workflow management capabilities while supporting quality compliance, KPI performance, and extending global visibility into program status. The software aggregates a number of different performance metrics and documentation into a comprehensive dashboard and repository, providing the single source of truth. With rich insights, customers can better improve the efficiency of their quality programs while avoiding unnecessary cost and failures. "A single system with real-time dashboard and the ability to gain notifications on service dues and conditions enable clients to anticipate and prevent potential quality failures," notes Brian Kenna, SIMCO Electronics' CEO.

SIMCO's VP of Software and Information Systems, Frank Binzoni adds, "Having an in-depth understanding of our clients' needs from our service business is what gives us this unique perspective in developing our software." SIMCO allows clients to give their vendors access to Service Manager to directly upload information into the clients' system. This, in turn, saves customers time and effort in re-entering data and more importantly, it curtails human error. SIMCO also creates a highly flexible reporting engine, powered by the latest technology stack out of Silicon Valley, which allows customers to generate any report they require for their specific metrics.

On the security front, SIMCO provides industrial-grade, cloud hosting in a multi-tenant environment where data can be encrypted while at rest in the database. Moreover, the team also re-validates their software for clients as per FDA regulations thereby saving them time and money, and driving down risks.



SIMCO's thousands of global clients currently use CERDAAC in multiple languages to support worldwide operations. In context, Kenna refers to a large-scale enterprise with 1600 users across 23 global locations that has been a major client of SIMCO. The client manages hundreds of thousands of calibration and preventive maintenance activities and records, via CERDAAC. Within ten months of service, SIMCO was able to reduce the client's out of tolerance cases by 20 percent. "We saved them \$75,000 annually and their missed maintenances dropped by 50 percent," Kenna highlights.

"A single system with real-time dashboard and the ability to look at a complete service history enables clients to anticipate and prevent potential quality failures."

Looking into the future, the team at SIMCO plans on enhancing their software in a way that makes regulatory-focused maintenance and quality compliance easier and more cost-effective for their customers. "We shall continue to drive quality and operational efficiencies for our customers to ensure the best quality of products and services," states Sam Klooster, Director of Software Business Development at SIMCO Electronics.