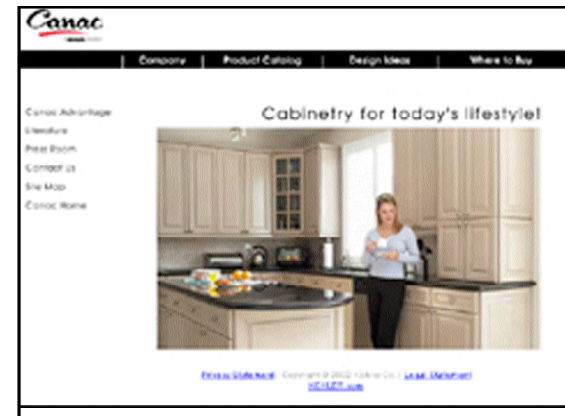




case studies



CANAC KITCHENS



CLIENT OBJECTIVE

Canac Kitchens required an assessment of their installation processes to determine the feasibility of transferring their paper-based processes to a web application with mobile devices access. Canac required an assessment of the application functionality and a mobile device recommendation.



CASE STUDY: CANAC KITCHENS

CHALLENGES

Canac Kitchens is located across North America. Locations operate autonomously and have developed their own systems and procedures. Procedures are mainly paper-based. All manufacturing is done in a central location in Toronto. All location orders are sent to the manufacturing plant. An Oracle-based information system is used for production scheduling, manufacturing and inventory control. However, locations did not have electronic access to the Oracle system and relied on fax, in-person delivery, and telephone to receive and send information.

SOLUTION

Canac Kitchens provided an overview of the installation process. The CIO identified the areas that would benefit from new technologies. The team interviewed several locations and analyzed the findings. We identified the common processes among the locations. In addition, we prioritized the processes based on user requirements. During our interviews, we discovered a key bottleneck in the installation process. Our recommendation identified this area as a priority for the adoption of technology in order to reduce the bottleneck and significantly improve the installation process. We also determined that fewer mobile devices would be required because only supervisors and managers in the field would need them.

OUTCOME

The assessment provided Canac Kitchens with two different technology solutions for their installation process improvement. Data integration and data storage recommendations were also presented. The assessment also provided recommendations for mobile devices and application access.

In addition, the assessment identified new areas requiring technology solutions. These results were incorporated in the solution as modular components, thereby allowing Canac Kitchens to proceed with a phased approach.