

# JSR Micro Expands Into New Markets with Intalio|bpms

*Global Materials Supplier Positions Itself for Rapid Expansion With Intalio|bpms*



<b>Customer</b>	: JSR Micro
<b>Industry</b>	: Manufacturing
<b>Product</b>	: Intalio bpms
<b>Application</b>	: Rapid Process Automation to Support Expanding Operations

## About JSR Micro

A subsidiary of JSR Corporation, Sunnyvale, California-based JSR Micro supplies high-performance products and materials to manufacturers, laboratories, and research facilities. As the largest photoresist supplier worldwide, JSR counts many of the largest semiconductor manufacturers among its

customers. Within the last decade JSR Micro has responded to market opportunity and established growing Energy & Environment and Life Sciences divisions in the US.

JSR Micro was established in 1990 and employs 150 people in the United States.

**intalio|bpms**

*The Modern Way to  
Optimize Business Processes*

## The Business Challenge

JSR Micro saw an opportunity to enter new markets, and with it an opportunity to streamline operations and refine internal processes in line with rapid growth. Expanding the product line into the Life Sciences and Emerging Technologies industry required expanding the organization with new functions, departments, staff, and customers.

JSR Micro needed to fortify its internal processes to support this expansion -- including changing business paradigms and dealing with increased product complexity -- while maintaining a lean organizational structure and market leadership in current

markets, and increasing business agility for current and future growth. JSR Micro also needed to implement a cost-effective and sinewy IT support model that would allow for rapid low-cost process automation with minimal overhead to support market growth.

Specifically, JSR Micro needed to maintain and improve product and service quality while continuing to satisfy stringent customer, legal, audit and financial requirements, all while keeping administrative overhead in check and applying methods to perform continuous business process and quality improvement.

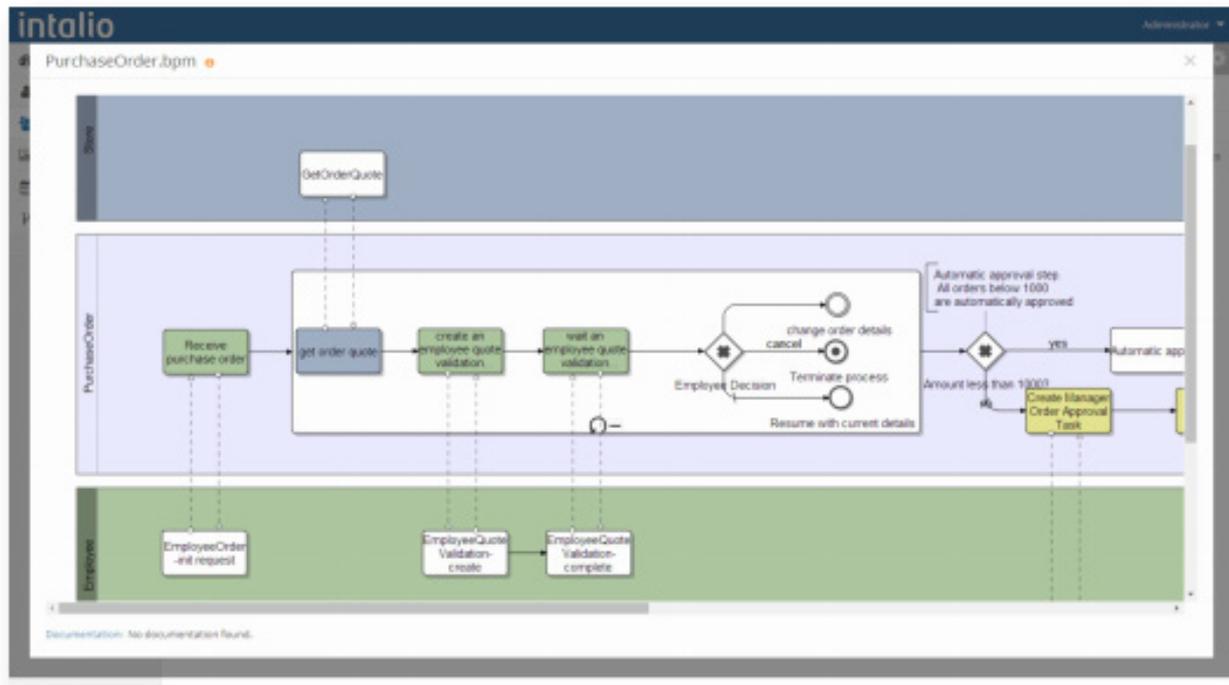
## Intalio Solution

JSR Micro selected Innovelocity, an Intalio Silver partner, to design and implement the solution to address the needs of their thriving and growing business. In turn, Innovelocity chose Intalio|bpms for its scalability, flexibility, and low total cost of ownership. Together, Intalio and Innovocity helped JSR Micro meet new market demands while strategically positioning the organization for long-term viability.

To date, fifteen key processes have been developed and integrated in all areas of the business, including Sales, Customer Service, Quality Assurance, Purchasing, Logistics, Engineering, IT and more.

*“ With our expansion into Energy & Environment and Life Sciences, we were faced with challenges along several fronts. Processes for purchasing materials and supplies, providing samples and price quotes to customers, as well as transferring materials throughout our facility were impacted by new customer and new industry requirements. With the help of Innovelocity, we were able to implement scalable solutions using the Intalio platform to address all of our needs. ”*

**John Nishikawa**  
IT Manager, JSR Micro



## Key Intalio|bpms Benefits

Innovelcity implemented Intalio|bpms workflow automation swiftly and efficiently using the Tomcat BPMS Server, BRE, and

BAM. Intalio|bpms processes touch all areas of the organization, bringing diverse functions together to form a greater, leaner whole:

**Issue Management:** Key to containment and resolution of issues is quick and appropriate response. Intalio|bpms reduces containment delays, allowing JSR Micro to ensure that internal, customer, and supplier quality issues are addressed and resolved quickly and properly, thus limiting their impact. Integrated process optimization with Intalio|bpms ensures that discovery of root cause takes place, and the cause is corrected and verified so that the issue does not recur. Causes of repeat issues are removed, and customer outcomes and training cost are improved.

**Purchase Requisitions:** By applying business rules and workflow routing, Intalio|bpms helps ensure JSR Micro has proper approval and timely processing for thousands of purchase requisitions, thus enabling quick production ramp-up and speed-to-delivery for new and existing customers alike.

**Specification Changes:** What may seem like a small change to a product can actually have impact beyond the manufacturing floor. Intalio|bpms ensures every specification change goes through appropriate cross-functional reviews and approvals, is

implemented correctly, quickly, and completely, and has full audit history and traceability in the event of quality reviews or future additional specification changes.

**Business Process Optimization:** Intalio|bpms improves process visibility and communication, providing more relevant and more timely data that informs continuous process improvement.

**Material Transfers:** Intalio|bpms streamlines the process to ensure compliance, reduce incorrect material disposals, and enable efficient warehouse operations. With Intalio|bpms, manufacturing facilities receive the materials they need, when they need them.

**IT and Maintenance Requests:** Intalio|bpms streamlines IT and maintenance requests to ensure timely fulfillment for IT and site maintenance services, including proper management review and approval, throughput time tracking, and performance improvement. With the tools and resources at hand, staff is better able and prepared to meet the demands of the growing enterprise.

**Engineering Support:** Intalio|bpms promotes and supports higher collaboration between engineering and sales, enabling near real-time engineering support for the sales process in the field. By applying mobile technology, sales can request -- and engineering can respond to -- questions and requests quickly with automatic notifications. In turn engineering can balance workload and any tasks that result from those requests.

**Price Quotes, SKU Requests and Customer Requests:** Intalio|bpms enables more efficient collaboration between marketing, engineering, accounting, and purchasing to ensure that accurate, timely, and valid price quotes are presented to customers, thus strengthening both internal and external business relationships.

*“ I haven’t yet been asked a question by an auditor that I couldn’t answer by immediately pulling up the data in Intalio. ”*

## VP Global Quality

JSR Micro

## Intalio Impact: Tangible Results and an Organization Poised for Continued Growth

As a result of implementing Intalio|bpms quickly and efficiently in all areas of the business, JSR Micro experienced:

**45% improvement:** 45% throughput time improvement achieved while delivering real-time process visibility on key processes.

**0 audit issues:** Full compliance with legal, ISO and financial requirements and no additional audit findings.

**0 additional headcount:** Maintenance of efficient overhead, including static IT and support headcount. additional audit findings.

**47% decrease:** Issues are addressed and resolved faster than ever: 47% decrease in the number of days issues are open.

**40% decrease:** Engineering handles specification changes faster and better: 40% decrease in time to respond to specification changes.

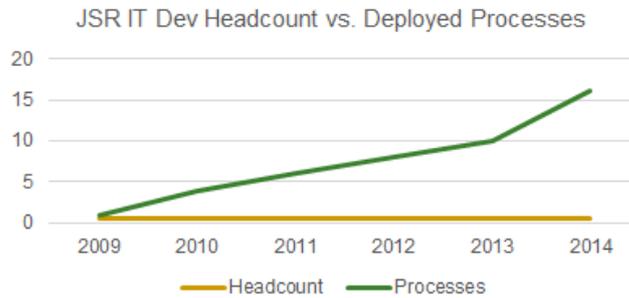
**10 hours:** Continuous process improvement is an ongoing and evolving, and processes can be developed and delivered in as little as 10 hours.

Innovelcity worked with management and staff alike to enable rapid implementation, acceptance, and immediate productivity.

*“ Management is most pleased with how well it positions us for ISO and customer audits. Being able to demonstrate that we have systems in place to drive continuous process improvement with real-time status updates and KPIs impresses auditors and gives a lasting impression to customers that JSR is committed to providing them with high quality products. ”*

**IT Manager**  
JSR Micro

By implementing Intalio|bpms in collaboration with Innovelocity, JSR Micro existing processes, growth, and market opportunity, but also poised the enterprise for further rapid and smooth



growth with the scalability of the Intalio|bpms solution. JSR Micro is lean, agile, and ready to take on new local and global market opportunities as they arise.

*“ One of the results of the Intalio|bpms implementation that management is most pleased with is how well it positions us for ISO and customer audits. Being able to demonstrate that we have systems in place to drive continuous process improvement with real-time status updates and KPIs impresses auditors and gives a lasting impression to customers that JSR is committed to providing them with high quality products. ”*

**John Nishikawa**  
IT Manager, JSR Micro

## About Intalio

Intalio – The Modern Way to Build Business Applications. Intalio’s suite of products enables businesses, large and small, to rapidly build business applications that are cloud-scalable and mobile-enabled to support an agile response to their market. Our standards-based software can be found powering over 1000 businesses including some of the largest in the world like Deutsche Bank, General Electric, NTT, Irish Revenue Commission, Singapore Airlines, Facebook and Google.

Intalio is headquartered in Palo Alto and has over 100 partners and world class investors. To learn more about building modern applications, visit [www.intalio.com](http://www.intalio.com).

# intalio

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