

Customer Success Story

Smith & Nephew Implements Coastal Logic's *printLogic* for Enterprise Production Floor Printing



Business Situation: Improving collaboration and product lifecycle management

A global medical device company founded in 1856, Smith & Nephew employs 12,000 people in 36 countries. Smith & Nephew is an industry leader in its three main Global Business Units - Orthopedic Reconstruction and Trauma, Endoscopy and Advanced Wound Management.

In 2000, the company's Memphis-based orthopedic division selected MatrixOne as its product lifecycle management and collaboration tool. This selection enabled the company to replace its legacy system with a millennium-compliant solution that would enable global collaboration between its orthopedic unit in Memphis and manufacturing facilities in Germany. MatrixOne also provided a centrally controlled document repository for supporting employee and supplier access.

Business Challenge: Extending the benefits of MatrixOne to batch printing

Smith & Nephew needed to address the process of managing and controlling the batch printing of documents in order to fully achieve the goal of employee and supplier productivity. They sought a batch printing solution that would enable users to print documents without the need to purchase viewing software or native applications; managing efficiency and cost. The company also required security controls in place to restrict printing access, and the ability to track which documents were being printed. Finally, they desired a solution that would offer seamless integration with MatrixOne.

Business Solution: Coastal Logic's *printLogic* MatrixOne integration

After evaluating the cost and complexity of attempting to build and maintain a custom in-house solution to address their business requirements, Smith & Nephew selected Coastal Logic's *printLogic*. *printLogic* met the following requirements:

- ✓ Providing an out-of-box integration and mirroring the look and feel of MatrixOne
- ✓ Enabling users to batch print documents directly from MatrixOne without first opening them
- ✓ Offering administrators the ability to apply controls over printing and metadata stamping without requiring programming

The end result was a solution that could reduce the time and costs associated with printing documents while maintaining critical permission controls for managing printing access.

"Coastal Logic software will enable us to share secure and accurate information globally while maintaining compliant and repeatable business processes....The Coastal Logic staff has demonstrated an excellent commitment to meeting our business requirements by developing and implementing critical product functionality and consistently providing responsive customer service, training and consulting."

Randall Reavis,
Manager of Computer Aided Engineering, Smith & Nephew



On-line demonstrations and white papers for *printLogic* are available at www.coastallogic.com/print
For more information, please call +1 (904) 371-3038 or visit our website at www.coastallogic.com