



# Transforming Business Process Insights

How leading companies gained power  
over processes with Arena Analytics

# The Real Value of Business Intelligence

Every company has heard about the promises of data analytics. Data analytics will solve problems before they occur, ensure product launch on time and on budget, make teams efficient, and drive quality to zero defects. We may feel the hype of business intelligence has raced ahead of today's reality for most companies.

However, beyond the hype and promises, leading companies know that asking purposeful questions of the right business data yields knowledge that improves business. And Gartner has declared that modern analytics platforms with self-service abilities will now be the norm, making the promises of the past years reality.<sup>1</sup>

## How can you tap into BI to empower your product teams?

Here, you will meet three leading companies utilizing product analytics in their organizations. With each story, you will learn how they are using Arena Analytics to get to the next level – from reaching product delivery goals to ensuring more collaborative teamwork and faster quality processes.

<sup>1</sup> <http://blogs.gartner.com/rita-sallam/2016/07/22/modernize-using-bi-analytics-magic-quadrant/>



# 3 Ways Leading Companies Use Product BI

## ① Focusing on Supplier Quality Visibility

- An Nguyen, Director of Regulatory & Quality Assurance  
Company: IntraOp  
Industry: Medical Device

## ② Demanding Continual Product Improvement

- Christine Baele, Configuration Specialist, Operations  
Company: Kymeta  
Industry: Satellites and Communications

## ③ Embracing Critical Accountability

- Sue Gerssing, Manager of Document Control, Engineering  
Company: EnPhase  
Industry: Solar Energy



# Regulatory Analytics



Industry:  
**Medical Device**

Founded:  
**1993**

Impact:  
**Accelerating the  
cure of cancer**

**An Nguyen**

Director of Regulatory Affairs  
& Quality Assurance

IntraOp Medical Corporation is the pioneer in portable electron-beam Intraoperative Radiation Therapy (IORT). The IntraOp® Mobetron® has transformed cancer treatment by bringing radiation technology into the operating room, uniting radiation oncology and surgery. For patients and their families, this means markedly shorter treatment and recovery times, improved outcomes, greater comfort, and quality of life.

As an FDA-regulated company, IntraOp must not only design and produce a complex product with electro, mechanical, and software components, but do so while meeting all FDA 21 CFR 820, EU Medical Device Directive (MDD), ISO 13485, Health Canada, and other applicable regulations requirements. So IntraOp needed more than a system to manage all the product details, changes to product, and collaboration efforts with the teams. They also needed a quality management solution to ensure absolute regulatory compliance. IntraOp chose the Arena Solutions platform for both product and quality management.

And, not only did they implement Arena Solutions, but they also use Arena Analytics to provide critical day-to-day insights into their progress in quality processes as well as know they can meet regulatory requirements. As Nguyen shares, "Information from the Arena Quality module such as CAPA and non-conformances visualized through the Arena Analytics dashboard allows us to monitor the up-to-date performance of our product & process, see the areas and suppliers which have unfavorable quality trends, and plan for our improvements or preventive actions. Monitoring and measuring product and process performance are key requirements of medical devices regulations."

Before implementing Arena Analytics, IntraOp depended on lengthy, labor-intensive manual data crunching to see what was happening with quality processes. "Before Arena Analytics, we had to export Arena Quality to Excel, then use pivot tables and charts in Excel to create our dashboards. Now, with Analytics we can monitor quality performance and see our up-to-date progress automatically" explains Nguyen.

With the initial priorities of quality process analytics complete, IntraOp's next focus is on gaining business insights into customer complaint processes and more detailed CAPA analysis to optimize supplier management. Nguyen says IntraOp will continue to expand using the Arena platform.

## SUPPLIER QUALITY MADE VISIBLE

### WHY: THE BUSINESS NEED MET

IntraOp must monitor non-conformances as required by FDA, EU MDD, ISO 13485, and other applicable regulations

### HOW: PROCESS + DATA + ANALYTICS

IntraOp uses Arena Quality to manage all non-conformances, including those against suppliers. Arena Analytics then makes visible the trends of non-conformance by supplier and quality process over periods of time.

[WATCH VIDEO](#)

[Get great insight into your suppliers](#)



““ Arena Analytics value is very high. Arena continues to push the product and add new functionality quickly – we like seeing that growth. ””

## PRODUCT PROGRESS ALWAYS KNOWN

### WHY: DEMAND FOR CONTINUAL PRODUCT ADVANCEMENT

Kymeta, a relatively new player in the satellite communications space, is quickly closing in on the vision of global secure mobile access everywhere. Leadership requires detailed product and process insight to ensure the innovative ideas become reality.

### HOW: ACTIONABLE INSIGHT INTO CURRENT PRODUCT PROGRESS

Arena Analytics gives Kymeta a fast, automatic method to perform complex multi-variable analysis of product change processes across programs and teams as a measure of progress, allowing for immediate adjustments and continuous improvements.

#### READ DATASHEET

What business insights could you get on your product processes?

# Inclusive Analytics

Kymeta is the future of connectivity. Kymeta's satellite technology and services make it easy to bring connectivity to cars, planes, boats, and much more: "Global access, anywhere, anytime, while on the move." Recognized for its disruptive technology, Kymeta is committed to making mobile communications more accessible and secure the world over. On a fast track development to commercial launch, Kymeta is taking connectivity where it has never been before.

As a rapidly developing company, Kymeta is moving fast with multiple products and diverse markets, including land, sea, air, and connected cars. Product and quality management are top priorities, so Kymeta needed an enterprise platform to scale from pre-production startup to commercial shipping with a global supply chain. To meet Kymeta's strategic goals, they selected the Arena Solutions platform for product development and quality management.

Kymeta has placed priority on visibility of processes for measuring progress against company priorities. When Arena Analytics became available, Kymeta quickly began leveraging it for integrated analysis of product development activities, particularly product change analysis during the critical new product introduction timeframe. As Configuration Specialist reporting to the VP of Operations, Christine Baele is responsible for the weekly multi-variant metric analysis of product change turnaround times, changes in process, and general product health. Kymeta's strategic communications group places this product analysis into a larger set of regular corporate health reports to enable the executive team to measure progress against company priorities.

As Baele explains, prior to Arena Analytics, Kymeta tracked these required metrics, but in a painful, labor-intensive manual method, "The biggest value of Analytics is having it inside Arena—being inclusive." It is also a tremendous time saver for Kymeta: "Fridays are much better for us. We can spend the first half of the day doing our job, instead of crunching data manually. When I explained that to the executive team, they absolutely supported Analytics."

With the required corporate product metric analysis in place, Kymeta's next focus for Arena Analytics supports their product development efforts and continued expansion of Arena Quality and Projects modules with connected NCMR and quality process analysis. Of the future, Beale says, "Our use of Arena Quality and Projects is ever-growing as both aid our product launch and its encompassed processes, and Analytics will play a role by helping us analyze those workflows."

**KYMETA™**

Industry:  
**Satellites &  
Communications**

Headquarters:  
**Redmond, WA**

Commitment:  
**Mobile, seamless  
global access**

**Christine Baele**  
Configuration Specialist,  
Operations



“Overall, Arena Analytics is a fantastic module. It is a time saver. And we expect to gain even more value in the future with it.”

# Refining Analytics



Industry:  
**Solar Energy  
Management**

Company Status:  
**Publicly Traded**

Driving Force:  
**Responsibility to  
better the planet**

**Sue Gerssing**  
Manager of Document Control,  
Engineering

Enphase Energy makes solar simple and energy smart with commercial and residential solar power solutions. Enphase's commitments to innovation, quality, and responsibilities to community and planet drive all it does. Its relentless pursuit of quality starts at the beginning of the product development cycle in "design for manufacturability" (DFM) style. With continuous improvement foundational to Enphase's commitment to quality, the company pushes energy solutions to be more—more intelligent, connected, and cost effective.

At its heart, Enphase is an engineering-driven company and early on, required systematic management of product processes. This requirement led Enphase to implement Arena Solutions as the product lifecycle management platform when Enphase was still a startup. Arena has grown with the company, and today, Enphase uses Arena Solutions to manage product development and quality processes both internally and across its complex supply chain.

As Arena's solution platform has grown, Enphase has expanded its use of Arena into more product realization processes. Most recently, with the release of Arena Analytics, Enphase has gained automated business process analysis critical to meeting its commitment to quality and its goal of cost effectiveness.

With Analytics, Enphase performs regular change and quality process tracking—to understand where the bottlenecks are for any change or quality step, track progress to avoid bottlenecks before they occur, and drive to targeted completion dates. Enphase's Document Control center previously spent many painful hours manually sifting data and connecting details to create the analytics executives needed—only to have the analysis be stale as data shifted daily with teams continuing their work. Now, the Document Control center is freed to focus efforts on providing the crucial human intelligence layer of analysis no system can replicate. "The time savings is huge. We no longer feel the pain of labor," says Sue Gerssing, Document Control Manager.

And, with the automated analysis, Enphase has improved their change and quality processes even further. Gerssing explains, "Being able to quickly see across processes and actions for who owns each, who assignees are, open statuses, time deadlines—this is critical information for us. No one wants to be seen as late on an NCMR or change now." Enphase's use of Arena Analytics encourages the teams to refine processes and strive for the best in product, quality, and business.

## CRITICAL ACCOUNTABILITY

### WHY: QUALITY DEDICATION

Enphase is built on a commitment to quality, with the most rigorous quality standards in the industry and ISO 9001:2008 certification. One of many critical components to Enphase's quality is transparency through design and production processes.

### HOW: EMBRACING PROCESS TRANSPARENCY

With Arena Analytics, Enphase makes visible change and quality processes—statuses, timelines, bottlenecks—for everyone from individuals, teams, and executives

### NEXT STEPS

[Learn what it takes to gain insight](#)



“We’ve seen a significant reduction in approval response times by using Arena Analytics.”



# Better Business Decisions Begin Here

Successfully delivering life changing and innovative products from concept through design, release, and production to hitting all the right customer market hurdles is hard. These leading companies have leveraged actionable insights to reach critical product delivery goals with their product teams, customers, and broader communities. As early adopters, they all are embracing new technologies and willing to learn and adapt quickly.

Data analytics is no longer a dream; it's a reality. And it's available to your business teams. Arena Analytics gives you meaningful insights to make productive changes and impactful decisions for your product realization processes.

**What can Arena Analytics do for you?**

[SEE A DEMO](#)