

# Philtronics Case Study

## Electronic manufacturer advances digital agenda

Philtronics are a Wales-based Contract Electronic Manufacturer (CEM), offering outsourced Electronic Manufacturing Services (EMS) to a range of customers. They have experienced aggressive growth over the past 24 months, doubling in both factory space and staff numbers. Revenue grew 20% over the global pandemic and they are ready invest in their core systems, processes and their people.

### APPROACH

The NHQ team worked with the leadership team to evaluate their current position and understand what direction and steps they should take regarding technology solutions and their broader digitalisation strategy.

### OBJECTIVES

- ☐ Map core business process in order to consolidate knowledge and identify areas for digitalisation
- ☐ Review existing systems and primary service providers
- ☐ Make recommendations for new technologies including document management system (DMS)
- ☐ Advise on the reduction of paper-based processes on the factory floor via monitors, barcoding and PDAs
- ☐ Evaluate the level of digital literacy within the company and assess training needs
- ☐ Advise on skill and hiring requirements to support digitalisation.

### ACHIEVEMENTS

- ✓ Developed a comprehensive workflow for core business processes
- ✓ Recommended DMS that aligned with business objectives and existing systems
- ✓ Identified under-utilised solutions and where they could deliver quick efficiencies
- ✓ Identified 'quick-win' process automations across the business to save time
- ✓ Recommended improvements to operating and security infrastructure
- ✓ Profiling for hiring of digitalisation team
- ✓ Recommended digital skills training and upskilling recommendations
- ✓ Identified funding and support mechanisms to support implementation.

### KEY RESULTS

- ✓ Mapped key business process in preparation for digitalisation
- ✓ Recommended appropriate DMS to improve operations
- ✓ Delivered digital roadmap and action plan for implementation.

***"We have gone through an extended period of growth and with the support of NHQ we are able to accelerate our digitalisation efforts (developing a strategy and roadmap) to match this success.***

***We know exactly what we have to do in terms of investing in our systems, processes and most importantly our people in order to drive exciting change within the next 12 - 18 months and NHQ are a core part of this journey". Simon Pritchard, CEO, Philtronics Limited***

