



# Digital Expertise Drives Greater Efficiency and Growth

**Eurotherm®**

## Eurotherm Help NSI Drive Growth Through More Efficient Digitization

Neal Systems Incorporated (NSI) Pennsylvania United States

With Ecostruxure™ Manufacturing Compliance Advisor  
this customer transformed their calibration business,  
offering greater reliability and increased productivity

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Life Is On

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This article highlights the challenges faced by this customer with their former workflow model and how they drove growth through more efficient digitization using **EcoStruxure Manufacturing Compliance Advisor**.

## The Customer

Neal Systems Incorporated (NSI) is a well-established technical supplier and solutions provider of plant/process automation services and equipment. NSI has adopted **EcoStruxure Manufacturing Compliance Advisor**, a tool developed by Eurotherm to manage regulated industry compliance more efficiently.

Eurotherm cloud-hosted digital services platform transformed their calibration business by providing clients with their calibration certification quickly and with greater reliability to help them increase productivity and be audit-ready.

## Challenges

NSI does not have a calibration laboratory and their field service technicians perform more than one thousand calibrations per year at customer sites. Previously, a technician would visit a customer to calibrate an instrument such as a pressure transmitter. The technician would bring their calibration test equipment and pressure modules to perform a two or three-point calibration, then record the results with pen and paper. The technician could typically perform multiple calibrations in a day and head home for the evening without transferring the recorded data to a sharable file.

This method is vulnerable as calibration results are often reviewed by multiple people deciphering the hand-written report. Days later the certification process may still not be complete due to backlog or limited resources. Next, certifications would be transferred to a spreadsheet, then printed and signed by the technician. Finally, NSI would send out the certification by mail, further delaying delivery. The turnaround time was taking 7-10 days, leaving customers frustrated.

**EcoStruxure Manufacturing Compliance Advisor** enables the calibration certification to be completed before the technician leaves the site. Certificates are stored in the cloud and the customer notified, reducing the turnaround from over a week to same day.

The quality control department at NSI estimates a 10% reduction in input errors because the test results are no longer recorded with pen and paper.

## Goal

Grow the calibration business by enhancing the value provided to end customers with a more efficient digital solution that minimizes data input error.

## Challenge

Neal Systems sought improvements to their outdated pen and paper calibration service that required lengthy certification turnaround times leaving their clients more vulnerable during an audit.

## Solution

**EcoStruxure Manufacturing Compliance Advisor** enables users to efficiently manage compliance requirements and provides an affordable, more reliable and accessible service.

"The biggest complaint that I hear when I talk to customers about other calibration companies is that they can't get them to visit when they need them and when they do visit, they can't get the calibration certificate immediately. We used to have the very same challenges. With **EcoStruxure Manufacturing Compliance Advisor** that problem goes away."

*Stephen Arnold V.P. of Solutions Neal Systems*

## Moving Toward Digitization

Neal Systems have been working towards digitizing and incorporating IoT\* in different facets of their business and knew that their calibration business had challenges that needed to be solved. Originally, they began developing a digital calibration solution in-house. Around the same time, Eurotherm presented the **EcoStruxure Manufacturing Compliance Advisor** solution and it matched the ideal they had hoped to create but it was clear that the Eurotherm solution was more robust and was available immediately. From an ROI standpoint, it made sense to incorporate **EcoStruxure Manufacturing Compliance Advisor**.

*"It only took seconds to realize that the cost per year was paid back multiple times over in goodwill with the customer and our own time savings in not having to be constantly chasing things."*

*Stephen Arnold V.P. of Solutions Neal Systems*

One of the concerns the team at Neal Systems had, was how challenging the migration would be from an outdated pen and paper system. They were impressed with the setup and support provided by Eurotherm who delivered a smooth and timely transition.

Now that NSI is up and running, they fully credit **EcoStruxure Manufacturing Compliance Advisor** with growing the calibration business approximately 30% in the first year. The tool enabled them to grow the business, hiring two extra technicians and potentially another within the next twelve months.

## How Does EcoStruxure Manufacturing Compliance Advisor Deliver Results?

**EcoStruxure Manufacturing Compliance Advisor** enables end-users and their service supply chain to centrally manage asset testing & calibration activity. This allows them to:

- Optimizing manufacturing process equipment and surrounding plant facility
- Always be prepared for an audit, with instant access to test documentation via a QR code

With the scheduling feature, customers have peace of mind that tests will be performed ahead of due dates. For technicians calibrating the equipment on-site, less preparation time is necessary, by using the intuitive mobile app workflow on arrival. The mobile application is designed to assist the user, with a robust workflow and prescribed work instructions that guide technicians through the process. This maintains consistency and quality of service. Furthermore, the technicians love having peace of mind, knowing that when they leave the site the customer has their certificate and the job is complete.

This significantly reduces the amount of off-site work time which can reduce billable hours; saving money on the calibration service and ultimately lowering costs for the end-user. Any time the customer wants to review a certificate they can log in to the platform from anywhere or scan a QR code available directly on each calibrated machine or instrument on-site.

*"At our end, it was a massive time saver. At the customer's end, it also saves time but most importantly they're getting the calibration certificates immediately so that was the big advantage for our business."*

*Stephen Arnold V.P. of Solutions Neal Systems*

## EcoStruxure Manufacturing Compliance Advisor Has Added Significant Value

NSI has added significant value for their calibration customers. They decided not to increase their fee structure, passing the added value provided by **EcoStruxure Manufacturing Compliance Advisor** directly to the customer. While NSI are not the lowest cost choice for calibration services, their customers are more than happy. They are receiving calibration certificates immediately and managing asset compliance more effectively as they have instant access to all their data, such as past certificates and the dynamic scheduling tool that actively monitors which devices need calibration. This makes **EcoStruxure Manufacturing Compliance Advisor** very attractive.

NSI customers are audit-ready which is crucial, as the real cost associated with failing an audit can take years to recover from, both financially and in terms of damage to reputation.

## Scalability is Key

Adopting **EcoStruxure Manufacturing Compliance Advisor** has brought NSI wider business opportunities. With a central test and compliance management platform capable of planning and performing tests of any type, they are a strong contender for larger organizations with more than fifty sites with potentially hundreds of devices per site. Scalability with this type of calibration requirement becomes critical and NSI has already acquired four large accounts since launch.

Managing that type of operation the way they used to is unfeasible. **EcoStruxure Manufacturing Compliance Advisor** allows NSI to aggressively enter different markets which will pave the way for future success.

*"Of all the products that Eurotherm has right now I have to say that this one excites me the most. I think as Eurotherm continues to push the offering further this could potentially become a world-beater."*

*Stephen Arnold V.P. of Solutions Neal Systems*

\* The Internet of Things (IoT) is a system of interrelated computing devices, mechanical and digital machines, objects, animals or people that are provided with unique identifiers (UIDs) and the ability to transfer data over a network without requiring human-to-human or human-to-computer interaction.

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