

# Langen Packaging

Efficiently customizing products with ENOVIA SmarTeam and Microsoft



**LANGEN**  
PACKAGING GROUP

## Overview

### ■ Challenge

*Langen Packaging needed to replace a home-grown product data management program written in outdated UNIX code.*

### ■ Solution

*ENOVIA SmarTeam on a Microsoft Windows® platform provides key capabilities, from 3D CAD data management to ERP transactions and e-mail, all with room for growth.*

### ■ Benefits

*Langen Packaging employees are more efficient due to company-wide access to a robust, stable PLM database based on off-the-shelf software that can be supported and customized by external resources.*



“ENOVIA SmarTeam on the Microsoft platform is at the core of Langen Packaging’s operations. It helps us control our business processes from quote initiation in Sales through project execution and into the Aftermarket area.”

Alan Makins, Vice President,  
Finance, Langen Packaging

### Packaging machinery maker puts product front and center

Langen Packaging Inc. of Mississauga, Canada, manufactures highly customized, durable machinery used to package products that range from food and durable goods to cosmetics, paper, pharmaceuticals and more.

To build made-to-order equipment, Langen Packaging needed a robust data engine to help it start fast and go the distance for its customers. Starting fast means responding quickly to new customer requests with accurate quotes and proposals that build off existing designs, while going the distance requires the ability to provide long-term service. This involves maintaining – sometimes over a span of 20 years or more – updated knowledge of a machine’s evolving configuration in the field.

ENOVIA SmarTeam, coupled with the Microsoft platform and Windows® operating system, answers Langen Packaging’s needs. By replacing years of custom solution development with out-of-the-box functionality, the company is now poised for growth.

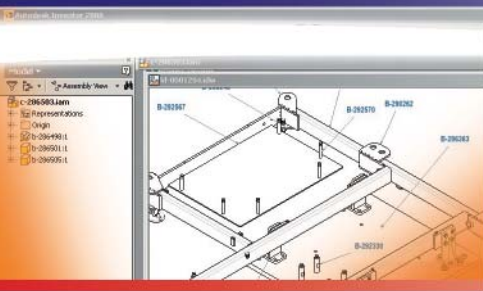
### Custom solutions delivered at off-the-shelf speeds

In addition to manufacturing off-the-shelf products, Langen uses its rich history of previous projects to build custom solutions. “In most cases, customer demands can be met by using existing designs as the basis for our custom designs,” explains Mirek Tokarz, director of technology development. “With 50 years of wide-ranging experience, we find that most customer requirements have elements similar to previous projects. Having an accurate databank of those solutions and proposals saves work during the quotation process and allows Langen to respond to custom requests quickly and cost effectively.”

Langen Packaging registers and tracks requests for quotation (RFQ) in ENOVIA SmarTeam. “With the push of a button, we create a document structure that will be attached to that customer inquiry,” Tokarz says. “Even if an RFQ does not become a project, we store the activity inside ENOVIA SmarTeam for future reference. The information facilitates market analysis, and the design concept for a product that is not manufactured today can become the starting point for a new design tomorrow.”



**Microsoft®**



“ENOVIA SmarTeam on the Microsoft platform allowed Langen to automate a number of BOM administration processes linking Engineering, Purchasing and Manufacturing, and communicate what needs to be bought or manufactured.”

Mirek Tokarz, Director of Technology Development, Langen Packaging

### Adding value with Microsoft and Windows

Because ENOVIA SmarTeam operates on the Microsoft platform, information from a broad range of sources, including Microsoft® Office applications such as Word and Excel, can be stored together with product designs and proposals. This helps ensure all details of a project are organized and stored together for future reference.

What's more, the flexibility and commonality of the Microsoft platform has enabled Langen Packaging to continually expand the use of ENOVIA SmarTeam into new areas of the business. “SQL Server® 2005 does what it is supposed to without us really having to worry about its maintenance,” Tokarz says. “It just works. Because of its wide use by so many companies, it also is easier to find support expertise when compared to other database platforms.”

Langen Packaging has even integrated ENOVIA SmarTeam with Microsoft Outlook® 2003, which allows it to capture project-critical emails. Those emails, including attachments, can be stored and linked directly to projects, saving time and making associated documents readily accessible for future use and quick searches.

Langen Packaging is putting more of the power of ENOVIA SmarTeam to work in its operations every day. For example, it uses Microsoft's Visual Studio® 2005 to customize ENOVIA SmarTeam to its specific needs and expand its use of the solution.

### AscendBridge support makes good choice better

Tokarz's satisfaction with Langen's choice of ENOVIA SmarTeam has only

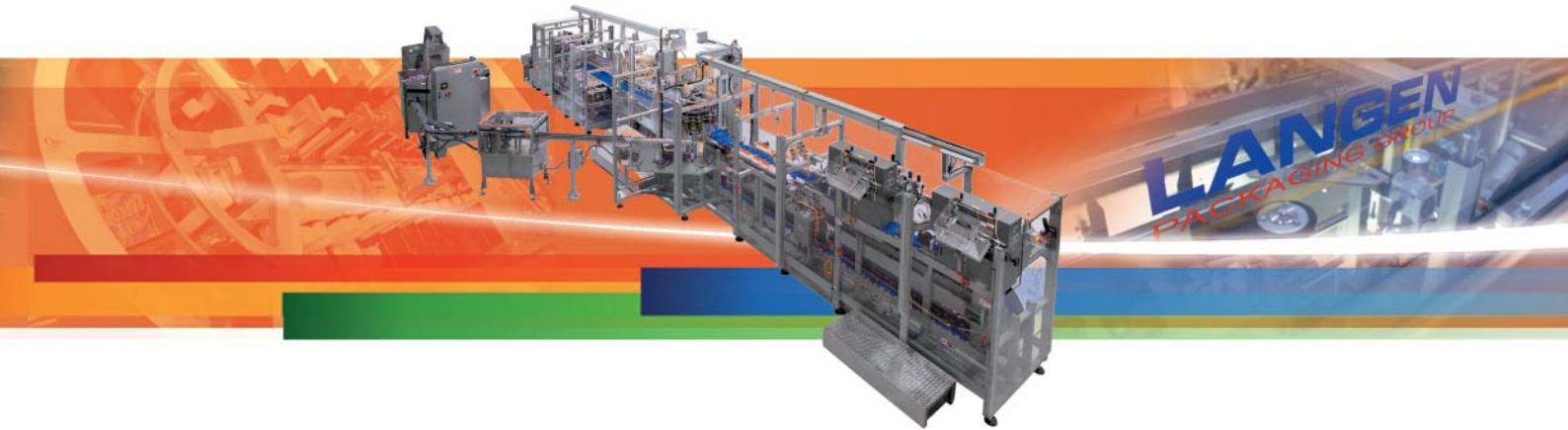
been enhanced by the level of support it gets from its DS value-added reseller, AscendBridge.

“AscendBridge's proximity and responsiveness have proven to be a tremendous advantage,” he says. “When we call on AscendBridge, we have someone brilliant sitting in our building, helping us out, within a few hours. That is very important because we have put ENOVIA SmarTeam totally in control of our business. It's a wonderful product, but it's important to know that we have the support we need because we are so dependent on it.”

With ENOVIA SmarTeam and AscendBridge, Langen has freed up significant staff resources that once supported its legacy system. “Over the years, we had developed many different databases to serve many different purposes,” Tokarz says. “Maintaining these multiple databases created unwanted overhead. Replacing them with a commercial product that can easily be supported by AscendBridge improves our flexibility and makes us less dependent on our internal expertise.”

### After-sale service easier with strong BOM tracking

With ENOVIA SmarTeam, Langen Packaging also is well equipped to handle changes in the field. “If the Aftermarket group needs to introduce changes to a piece of equipment in the field, their starting base is a clean bill of materials (BOM),” Tokarz explains. “This BOM can be revised and released back to manufacturing, and when the cycle is done, we are left with a revision of the BOM that represents what's in the field.”



When a customer calls asking for a spare part or help with a repair in the field, Langen Packaging's customer support teams can access the relevant BOMs and documents in ENOVIA SmarTeam. With a few simple clicks, they can launch the latest drawing in the viewer, allowing them to provide customer support on the machine as it has been maintained and updated over the years.

With 1.5 million BOMs and thousands of machines in the field well over a decade old, Langen Packaging knew that putting product information at the center of its operations would be central to its success. Today, with ENOVIA SmarTeam on the Microsoft platform, Langen Packaging has succeeded in making vital product information available to everyone in the company, facilitating collaboration and improving efficiency. "Five years into our implementation, ENOVIA SmarTeam on the Microsoft platform is more central to our operations than ever before," Tokarz says.

### **ENOVIA SmarTeam on the Microsoft platform controls critical data**

Thanks to ENOVIA SmarTeam, Langen Packaging effectively and efficiently maintains control over both its product and business-critical data. "Initially our focus was using ENOVIA SmarTeam in Engineering to control all the design data, ranging from legacy 2D drawings to 3D CAD files," says Alan Making, vice president, finance. "It soon became clear, though, this was a solution that could help us control our business processes right from quote initiation in Sales through project execution and into the Aftermarket area."

Langen Packaging's project managers use ENOVIA SmarTeam to track

activities and store documents, while Manufacturing and Assembly use the viewer to examine 3D models and detailed drawings. Engineering maintains its libraries in ENOVIA SmarTeam, and everything from RFQ inquiries to commercial specifications and project-relevant information can be managed and searched through the system.

Langen has customized its BOM management system in ENOVIA SmarTeam to suit its product environment. "Designers automatically create BOMs using ENOVIA SmarTeam's item class functionality, which is also linked through gateway programs to our ERP system," Tokarz says. "Once engineers finish the design of an assembly or part, they simply click a button to indicate it is production ready. The data is automatically transmitted to the ERP system, populating either the Purchasing or Manufacturing queues, with no further human intervention required. Purchasing automatically knows what it needs to buy, and Manufacturing automatically knows what it needs to build."

That means Langen Packaging can deliver faster cycle times and eliminate time-consuming and non-productive manual data re-entry, resulting in far fewer errors.

### **Transparency turns variety into an advantage**

ENOVIA SmarTeam supports the design and manufacture of Langen Packaging's varied and customized product set. "We build anything from simple manual cartoning machines all the way up to complex production lines," Tokarz says.

"ENOVIA SmarTeam gives us the ability to retain and track customer information, and that gives us a competitive advantage."

Mirek Tokarz, Director of Technology Development, Langen Packaging

In fact, it is not unusual for Langen Packaging to begin building a machine on the manufacturing floor even while customer-driven changes continue to occur in Engineering. "We are well equipped to handle a very dynamic change management process that requires tremendous communication between Engineering, Purchasing and Assembly," Tokarz says. "A system like ENOVIA SmarTeam operating on a Microsoft platform brings a lot of value to our business environment."

Tokarz says Langen Packaging has significant control over its operations because ENOVIA SmarTeam gives it transparency into what is happening during the production cycle. With ENOVIA SmarTeam, the company is able to troubleshoot any issues that arise in building a machine, and can go back and revisit designs and BOMs thanks to a clear history of every transaction and event in the manufacturing or aftermarket cycle.

Tokarz believes ENOVIA SmarTeam gives Langen Packaging an advantage over its competitors. "Our customers know we understand them as a client and know what their business is all about, even down to details such as their requirements for a machine a year ago," he says. "ENOVIA SmarTeam gives us the ability to retain and track that kind of customer information, and that gives us a competitive advantage."

### A bright future

Langen Packaging employees continually identify new ways to use ENOVIA SmarTeam. The company's future plans include expanding the use of ENOVIA SmarTeam to the Marketing department, which maintains a large library of videos, photographs, brochures and technical literature about Langen Packaging's products. The company plans to begin storing and managing all of those materials in ENOVIA SmarTeam, ensuring easy access to the most relevant and up-to-date information throughout the company.

Tokarz says Langen Packaging is also assessing the ENOVIA SmarTeam Community Workspace module to provide its customers with Internet access to their own assemblies and BOMs. He envisions customers using the same solution for RFQs, and leveraging it to give vendors access to product drawings or to bid on requirements for manufacturing parts. Although Langen Packaging has relied on PLM for many years, Makins believes that employing ENOVIA SmarTeam in a Microsoft environment has accelerated the process and opened up new opportunities. "Access to a single, reliable source of product and project information throughout the business and an absence of duplicate information are keys to business success," he explains. "Having one global database that we can rely on, and a powerful system to manage it, gives Langen Packaging a tremendous advantage in the marketplace."

## Focus on AscendBridge

AscendBridge Solutions Inc. is a Canada-based engineering consulting, technology services, and PLM solutions provider to the North American market. Committed to delivering process-centric design software, product data management, digital manufacturing solutions and proprietary programs, AscendBridge works with their clients to increase their competitiveness, productivity and bottom line. With deep industry knowledge, Dassault Systèmes certified resources and a proven track record, AscendBridge can provide the right people, skills and technologies to clients to improve their performance. AscendBridge's offering includes integrated PLM solutions for product development (CATIA®, DELMIA®, ENOVIA®).



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