CASE STUDY:
16KHZ

Location: USA, San Francisco, California
Industry: Vinyl record pressing and music industry packaging

www.16kilohertz.com

PROBLEM

Being a San-Francisco's premier record pressing company, 16kHz assists artists, labels, and businesses of all kinds in releasing vinyl, CDs and DVDs. The company is proud to offer quality audiophile products and services that are unprecedented in terms of care, aesthetic and price. 16 khz offers their customers the best quality of products and services but managing production is not an easy matter at times.

"With most of my team outside the office, I needed software that could deploy tasks to individuals based on our product life cycle", said Mark Calabro, 16kHz Owner.

16khz has more than 5 vendor partners, all with various business processes for ordering and project tracking. The company was dealing with manual processes that resulted in paperwork and loss of efficiency. 16 khz needed a flexible solution that would develop together with the fast-growing company adapting to changing business processes, and that would provide better process visibility and boost productivity.

SOLUTION

Now the company uses CMW Tracker to make sure they don't let any step of the process slip through the cracks.

16 khz chose CMW Tracker for both its simple daily operations and for such complex business processes as vendor management and product life cycle management. These processes are executed as a sequence of Tasks automatically generated by Workflow Engine. CMW Lab assigns tasks to the right person, once a previous workflow step is completed.

"It gives me piece of mind that I know my people are aware of what they need to do, and when. I could see us ramping up our user accounts once we're able to get this software in the hands of our vendor reps."

Mark Calabro, 16kHz, Owner

BENEFITS

Management of complex business processes
Visually design business processes and modify them on the fly with no redeployment required. Adapt to the specifics of unpredictable cases and get them under control using ad-hoc tasks.

Visibility
Gain real-time visibility into all your processes, including unplanned ones.

Processes automation
Streamline process execution with a sequence of automatically generated tasks and pre-defined workflow transitions.

Control in real time
Make wise management decisions with real-time control over the current status of all your processes through graphical Dashboards and Lists.

cmw lab

CMW Lab delivers innovative Business Operations Management solutions enabling performance and efficiency optimization. Powered by award-winning Elastic Data technology, change-oriented workflow engine, and advanced social collaboration capabilities, CMW Lab's low-code product subtly reinforces the orientation towards business users versus IT dependency. Even more, CMW Tracker provides full personalization of the user interface, flexible and open integration with enterprise applications and supports both Cloud and on-premise deployment. For more information, visit www.cmwlab.com