

# CASE STUDY

## MORE IS POSSIBLE<sup>®</sup>

Artisan Custom Doorworks



### SUMMARY:

Artisan Custom Doorworks went from slow manual processes, to an efficient and dynamic powerhouse. DesignPoint assisted and allowed for cross-departmental growth in the business.

### ABOUT CLIENT:

Artisan is a leading manufacturer in the residential and commercial custom garage door industry



### THE CHALLENGE:

Achieving productivity gains in the custom garage door industry as a manufacturer.



### THE SOLUTION:

SOLIDWORKS Professional  
SOLIDWORKS Premium  
SOLIDWORKS PDM  
EpiGrid Cloud Hosting



### THE RESULTS:

Unmatched Accuracy  
The Frontline Gets an Upgrade  
Paperless Accounting  
Improved Production



# WHEN YOUR WINDOW OF OPPORTUNITY IS A GARAGE DOOR

How SOLIDWORKS, Product Data Management (PDM), and the Cloud

Opened New Doors for Artisan Custom Doorworks





Todd Becker has been a customer of DesignPoint for more than 15 years and he states, “I have always been impressed at the way DesignPoint has sincerely cared about the success of my business.” Becker leveraged DesignPoint resources in a variety of different industries prior to planting roots and becoming the Vice President of Engineering at Artisan Custom Doorworks. Artisan is a leading manufacturer in the residential and commercial custom garage door industry.

Like many manufacturers, Artisan initially used AutoCAD to produce their drawings. 2D drawings were used to communicate designs to the production floor and paper files were walked back and forth through the office. “The drawings we had been using were not accurate at times since dimensions were not to scale. They also did not offer any real-life value, meaning we could not obtain a bill of materials or product weights,” Becker confessed. He knew there was tremendous potential for efficiency gains and that’s where DesignPoint stepped in! “I brought in DesignPoint’s (VP of SOLIDWORKS Sales) Brett Dunn for a needs meeting.”

Since that meeting, a few investments began to transform the outlook of the business. Artisan purchased two SOLIDWORKS seats, one of those being a premium seat, and implemented SOLIDWORKS PDM in the Cloud.

For those unfamiliar with Cloud Solutions, it’s a great alternative to PDM On-Premise. Essentially, instead of hosting data locally with your own server, your PDM data is managed and securely hosted in the Cloud instead. “The Cloud provided us with the perfect alternative. We desperately wanted PDM. However, because we are a small company with no formal IT department, we didn’t think PDM was possible.” More is Possible® though, and Artisan was able to lean on our Cloud Hosting partner, EpiGrid, to make that happen. The best part? Artisan’s PDM investment alone will be recouped in less than a year.

## **UNMATCHED ACCURACY**

“Thanks to the SOLIDWORKS implementation, we now give our production team accurate dimensions, part quantities and shipping weights,” said Becker, but the solution is plentiful, as a variety of departments are reaping the rewards. The investments Artisan made provide a holistic solution from A to Z, or perhaps A to P? From Accounting all the way to Production, Artisan is gaining incredible wins.

## **THE FRONTLINE GETS AN UPGRADE**

Becker informed us that, “The PDM implementation at Artisan was initially geared towards the front office as the process in place before was very labor intensive. Customer Support was repeatedly entering the same data for jobs.” Perhaps one of PDM’s most compelling benefits, alleviating teams from performing non-productive tasks, was something that needed to happen sooner than later. Artisan leveraged PDM’s ability to force internal compliance through templates and dispatch commands. This resulted in Customer Support now sending PDM templates that automatically produce quotes and project folder structures in one step. Even the released and approved engineering drawings can be pushed to quote files thanks to PDM.

## **PAPERLESS ACCOUNTING**

When a job ships from Artisan, PDM sends Accounting a notification that the job is ready to be invoiced. Accounting then places the invoice electronically into PDM. Todd Becker shared that thanks to the transition, “We have now gone paperless in the office with the only exception being when we send drawings to the shop floor. Long gone are the files and folders that used to line the walls at Artisan! Templatizing our work has saved us valuable time.”

## **IMPROVED PRODUCTION**

The powerhouse doesn’t stop there. The wins in production are perhaps the most obvious. When it comes to process, Becker explained, “Engineering drawings go through the PDM workflows so we can track where each drawing is in our system.



## Artisan Custom Doorworks

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### Website:

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We also provide updates via PDM so that management can track a project's status through daily reporting. In addition, we push the metadata that Customer Service generates in PDM right to our SOLIDWORKS drawings. This saves us time on each drawing by NOT having to manually update title blocks. In fact, we are using that same metadata to drive the SOLIDWORKS models."

### THE FUTURE

With the efficiency and growth that Artisan is experiencing many might think our work here is done. In fact, it's just begun. Becker revealed, "The next phase of our business plan with DesignPoint will include DriveWorks. We want to give our leading distributors the ability to design, configure and quote custom garage doors on the fly while sitting with their clients."

It sounds like [More is Possible®](#), as always, DesignPoint is here to help.

## About Our Team



We are passionate about building solutions that help product design, engineering and manufacturing companies maximize their potential.



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