



Boise Inc.

Case Study



- Increase overall manufacturing productivity by at least 5 percent through improved asset and resource management
- Respond to performance issues faster with less energy and less resource time
- Save 520 man-hours annually through automation of data collection and reporting processes
- Improve decisions by making business intelligence more accessible and visible
- Avoid \$150,000 a year in infrastructure and resource costs

Producing Positive Asset and Business Performance

With production plants across the United States and over \$2 billion in sales, Boise Inc. strives to drive profitable growth while balancing the need for sustainability with customer requirements, environmental perspectives, and returns to its investors. To help it meet those balanced goals, Boise Inc. takes advantage of the Domo executive management platform to increase overall manufacturing productivity at least 5 percent through improved asset and resource management, save an annual 520 man-hours through automation of data collection and reporting processes, improve overall decision-making, and prevent \$150,000 a year in infrastructure and resource costs.

Improved Performance, Lower Costs

Boise Inc. first started using Domo to measure performance metrics that would help it improve the overall productivity of its equipment and assets.

"Right out of the box, Domo was able to receive data from all our different systems, aggregate that data, normalize it and present it in the graphical formats that we need," says Monty Bryant, Maintenance Services Manager at Boise Inc.

In expanding Domo usage, the next project for Boise involved creating a production report that aggregated data from Boise's five primary manufacturing locations into one view. "In the year since implementing our production reporting with Domo, we've experienced at least a 5 percent increase in overall productivity at our manufacturing locations," Bryant says. "Domo also saves Boise Inc. 520 man-hours a year by eliminating the need to dedicate someone to spend two hours every day to manually run multiple production reports from our different systems, collect production data from various e-mails and queries, dump and correlate that information into Excel spreadsheet charts and graphs, and then upload them to our internal website."



Better Business Intelligence Visibility and Decision-Making

Boise Inc. believes its performance increases can be traced back to the visibility that the Domo platform gives its manufacturing operators and executives into its vital production metrics, including current performance, performance relative to budget and historical trends.

"Our Domo production reporting keeps us all on the same page with better and up-to-date information so we can respond faster and more accurately to production concerns," Bryant says. "By giving all our leadership the same information, presented in the same format and structure, they can digest it a lot easier and faster. That ultimately frees up more time in their day by eliminating the back and forth of phone calls, e-mails and other communication traffic. It allows them to understand what exactly is going on with a particular asset and what, if anything, needs to be done about it."

Positive Business Impacts

In addition to the performance increases and resource savings, Boise Inc. really appreciates the fact that Domo doesn't require any additional infrastructure to deliver those benefits.

"Domo was able to collect data from our existing information systems and databases without requiring us to implement a comprehensive data warehouse," Bryant says. "We didn't want to have to create an additional

maintenance and IT layer to support, so that was a big deal for us. Domo's ability to simply tap into our existing data systems saved us about \$150,000 a year in resource costs alone, that otherwise would have had to be invested in implementation, maintenance, management, backup and troubleshooting."

While Domo has delivered some very tangible benefits to Boise Inc., some of the most valuable benefits it has brought are a bit on the intangible side. "The visibility that the platform provides has greatly enhanced the expectation that everyone at Boise needs to operate at a particular level," Bryant says. "When we commit to budgets or certain operating performance levels, it's expected that we'll deliver on those commitments. Domo has given more meaning to those expectations and commitments by making them more visible on a daily basis.

"Unlike other solutions, Domo moves you into the realm of displaying real business intelligence that can positively impact your business," Bryant adds. "By making business intelligence more readily available, more visible, more user friendly and more interactive, Domo has enabled us to optimize our assets and impact how our people work, leading to greater overall performance. Domo has made it easier to report and display operating performance which helps us meet our budgets and objectives and keep our customers happy." ■

