

xLM SMARTTEAM Newsletter



YOUR CHALLENGES | OUR SOLUTIONS

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About Us

A warm welcome to our readers. To those of you who do not know us let me introduce xLM Solutions.

xLM Solutions is a team of experienced software consulting and system integration professionals with specialized knowledge of product lifecycle management (PLM), Internet and Microsoft technologies and other enterprise software solutions. xLM provides end-to-end PLM services, including requirements analysis, installation, configuration, customization, support and maintenance. Our specialized knowledge of PLM systems ensure our clients' needs are properly and efficiently met.

Our clients include a variety of different organizations across a wide range of industries that have in common one major need: To manage effectively and efficiently proprietary, classified or otherwise sensitive information. These types of data may include engineering/manufacturing product specifications, medical records and municipal records.

xLM Solutions provides its clients with tools and capabilities for successful information systems management.

What is New at xLM

The last three months have been a busy and exciting time at xLM. We have been working with many new customers involving a variety of new projects. We plan on sharing these experiences with you in this and following newsletters. Our goal is to provide you with more insight into how other customers work with enterprise software, the problems they encounter and solutions that can be implemented.

xLM will attend COE and co-presented with Lord Corp. regarding SmarTeam on a virtualized environment. If interested in running SmarTeam in a Virtual Environment we will be happy to give you a presentation on a one on one basis.

We have been working closely with SmarTeam in performing SmarTeam Design Express implementations. For those of you not familiar with Design Express, it is a new packaging of products from SmarTeam where you get Editor plus one of the following CAD Integration programs: CATIA, SolidWorks, SolidEdge, Inventor or Pro-Engineer (in addition the AutoCAD Integration is included). Design Express comes with a pre-configured database specific to managing the CAD

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data. This pre-configured database facilitates the implementation of a very defined scope in 10 days or less. Once the basic CAD data management system is in place, the system is expandable and will allow the customer to branch into the full SMARTEAM capabilities and benefits.

It should be noted that for those of you who have already implemented or are currently implementing SmarTeam, this new packaging may not be applicable to you but if you have any other divisions looking to ramp-up on data management, this package may be something that would be interesting to them. We would be pleased to discuss this with you in more detail.

SMARTEAM Tools

Cascading Lookup Tables

Have you had the need to filter a lookup table/list in SmarTeam based on an initial value selected? If so, xLM has developed a tool that will allow you to configure cascading/filtered lookup functionality in SMARTEAM. The tool streamlines the user's work experience by being able to navigate to specific values versus finding them in a large unstructured list. The tool's real value is experienced when lookup lists grow to over fifty values and a structure should be put around them. The tool works on n-number levels so you are not just limited to a two level deep structure. The tool also works in forward and reverse; i.e., a user can pick the values from the top down or bottom up. Examples where customers are using this tool include: organizing Engineering Outsourcing Companies and Engineers per company. In this case once a user picks an Engineering Outsourcing Company he will then be shown just the choices for Engineers who are part of the Company. Another example involves a customer who needs to select specific divisions they are working with based on a Customer, Facility, Division lookup structure. This functionality is supported on WebEditor and SmarTeam Editor.

If interested, contact xLM for additional information on the Cascading Lookup Tables Tool.

SMARTEAM Tips You've Been Looking For

Oracle Tuning

As we visit new customers who have already been using SmarTeam for a while, we notice that many who use Oracle as a database do not follow SmarTeam's recommendations on Oracle tuning which is a necessary function to keep

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performance at its optimal level. SmarTeam performance will become poor over time if the database is not tuned properly. You do not need to be a DBA to perform some basic tuning on the SmarTeam database.. The SmarTeam documentation contains a PDF file called "Oracle Fine Tuning for SmarTeam Implementers.pdf."

In this document, there are many tuning recommendations in this document but the most significant comes in Chapter 4 – I/O Tuning and Data Processing, Collecting Statistics section where it details the building of the statistics in the database. The statistics are used by the database server to determine the "best" way to access data when running queries. As the data in the tables change, the method used before may not be the optimal method given the old statistics. It is suggested that customers at the minimum run the "DMBS_UTILITY.ANALYZIE_SCHEMA" command on a weekly basis to ensure optimal performance. As the documentation says, this should be run during a "slow" time on the database as it does cause a performance hit on the server while it is executing.

The documentation does mention that the "DMBS_UTILITY.ANALYZIE_SCHEMA" command is an "older" command but is still supported. It suggests running "DMBS_STATS.GATHER_SCHEMA_STATS" command instead. However we have found that the newer command does not the rebuild the statistics for the indexes, only the tables. There is a different command to gather the index statistics but it is simpler to just run the "older" command as it is still supported.

If you need help in setting up this task run automatically or wish to have assistance on any other tuning setting, We at xLM Solutions will be happy to assist.

SMARTTEAM Release Info

The following SMARTTEAM versions will have the end of service dates set forth below:

SMARTTEAM Version	End of service Date
SMARTTEAM V5R14	January 8, 2007
SMARTTEAM V5R16	June 2, 2007
SMARTTEAM V5R17	September, 29, 2008

SMARTTEAM V5R18 is estimated to be released in October 2007

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After the end of service date, no more correction service packs, hot fixes or Dassault/SMARTTEAM support will be provided for that version. Customers running SMARTTEAM V5R14 are strongly encouraged to start putting an upgrade plan into place now to avoid disruptions later.

Note: SMARTTEAM V5R17 Foundation server is not supported on the Windows 2000 server operating system. Therefore, customers running the SMARTTEAM foundation server on a Windows 2000 server and who wish to upgrade to SMARTTEAM V5R17 will also require an operating system upgrade.

Note: With the release of SMARTTEAM V5R17 SP4 on March 7, 2007, SMARTTEAM is now using .net 2.0 framework. In the past SMARTTEAM was using the .NET 1.1. framework. SmartTeam will automatically install .NET 2.0 if it is not already installed on the workstation. If any specific customizations were written in .NET 1.1. they may need to be recompiled in .NET 2.0. Feel free to contact xLM Solutions regarding your upgrade needs.

* Information provided by Dassault as of Jan. 4, 2007 and is subject to change.

Case Study

This section will be devoted to discussing a customer case study involving the implementation of SMARTTEAM

Langen Packaging

www.langeninc.com

Langen Packaging is a producer of packaging machine solutions for the consumer goods market. Langen started working with SmartTeam in 2002. One of the main reasons for implementing SmartTeam was to manage their Autodesk Inventor 3D CAD data - following a move from 2D to 3D. For 3D CAD management, Langen has implemented full document management, Bill of Material Management, Integration to ERP and support for purchasing, sales, engineering, manufacturing and aftermarket.

The following are some examples of Langen's use of SmartTeam PDM deployment in management documents and data

- All customer inquiries and RFQs are logged in the database. For new customers, Contact/Location information is entered in SmartTeam
- SmartTeam is utilised to store information and to link Events, People,

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Locations, Projects, Documents and BOMs

- All cost estimates, quotes and associated documents are revision managed through SmarTeam. Communication records are also managed via SmarTeam through the use of xLM Outlook integration software
- Once Inquiry becomes a Project, Engineers and Project Managers revision manage all Project related documents, including 3D CAD files through SmarTeam. Documents are easily found with the use of the powerful search engine native to the PDM software.
- Langen makes a heavy use of the automated functions built into their SmarTeam systems (native and custom)
 - Design Copy
 - BOM Management utilities
 - Custom Viewers
 - Search Engines
 - Utilities which eliminate redundant entries of data
 - Data Import utilities
- Langen Bills of Material are built automatically from the Document structure. All CAD documents and the related BOM objects are always linked and can easily be cross referenced
- The BOMs are also linked with Langen's ERP system. SmarTeam functionality is used to release parts and assembly for production on a Project-by-Project basis.
- SmarTeam is utilised in providing access to viewing BOMs and drawings to the assemblers on the production floor
- The revision control of Langen BOMs aids Aftermarket with providing superior support with machine maintenance, spare parts and retrofits.

Feel free to contact xLM Solutions to get a more detailed description of SmarTeam at Langen.

PLM – xLM Consulting Perspective

In his book "Process Consulting Revisited: Building the Helping Relationship" Ed Schein has identified three Consulting Roles: an Expert, a Pair of Hands and a Collaborative role. As a consulting company working in a variety of situations and customers, it helps to become aware of the role you typically assume and to be able to identify situations where this will help or hinder your performance. One way line managers typically relate to staff specialists, as well as to external consultants, is client-to-expert. The staff person becomes the "expert" in the performance of a given task. The manager in effect delegates responsibility to

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staff member of consultant. This is typically true for customer core teams. Pair of hands - here the manager sees the consultant as an extra “pair of hands.”, but unlike the expert role, the manager has full control and responsibility.

Collaborative - the consultant who assumes a collaborative role enters the relationship with the notion that management issues can be dealt with effectively only by joining his or her specialized knowledge with the customer manager’s knowledge of the organization. Problem solving becomes a joint undertaking, with equal attention to both the technical issues and the human interactions involved in dealing with the technical issues.

Although we have experienced the three different roles while working with different customers, and we realize that each one has advantages in certain situations, we at XLM Solutions normally strive to leverage the collaboration role while working with our customers in an effort to build better solutions, pursue easier transformation and establish longer relationships and partnerships with our customers or better said – partners.

Block, P. (2004). Flawless Consulting, second addition

Communication & Feedback

At xLM we would like to hear from you regarding your thoughts on the newsletter, any new topics you would like covered in future newsletters and your general SMARTEAM experience. As you may know from past experience with us or as we have explained in this newsletter, we are a consulting company with very extensive experience. We are here to help you with your SMARTEAM implementation and to partner with you on deploying any of the above solutions at your environment. We are also quite adept at developing new solutions and customizations to solve difficult problems and simplify your processes.

To contact us, please email to <mailto:info@xlmsolutions.com>
Our personal email addresses for those of you who may not have met us before is <first letter of the first name><lastname>@xlmsolutions.com. We can also be contacted directly at 248.926.5932

xLM members will also attend the upcoming COE conference. Please contact us if you are interested in further discussions and to explore potential business.

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