

► CASE STUDY

► “We knew we should backup.”

Don't we all know it? Brass Smith, Inc., learned how mission-critical Optimization® support can be when the lasers aren't cutting stock.

SOFTWARE BACKUP: BRASS SMITH UTILIZES OPTIMATION®'S BACKUP CAPABILITIES



CLIENT: BRASS SMITH

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? PROBLEM:

The PC where the Optimization software resided had been giving errors. Matt, with Optimization, suggested a hard drive failure may be causing the problem. And it did cause the eventual crash of the PC with all of the Optimization information on it.

🔧 SOLUTION:

Without Optimization, the needed part orders and nests the lasers sat idle. The orders kept piling up. Matt came in early, worked around his other customers, stayed late, coordinated additional support, and was on the phone with Joel until the system was restored.

A+ RESULTS:

“Matt not only got us going, but recovered almost everything that was missing. And for that which wasn't recovered he identified the missing parts. We didn't have to wait for Assembly to tell us what was missing,” Joel shared.

When the crisis passed, the software was as good as new – even better. Matt automated a print function saving one more step for Joel. “We've scheduled an upgrade and will continue relying on Optimization.”