

GUIDE

# Transformation, Not Implementation

## The Parsec Approach to Building Your Digital Systems



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## Introduction

The digital transformation of manufacturing is well underway. For businesses who are just starting—or have yet to begin—their digitalization journeys, the pressure to act is real; companies who continue to delay their shift toward connected operations run the risk of being left behind by:

- **Competitors who have already started.** They've spent the past few years testing and refining systems, training employees, and updating workflows. These efforts take time and their benefits compound. Early adopters have a head start, and the distance between them and those who have not begun gets larger by the second.
- **Up-and-downstream partners.** Digital solutions have been reshaping supply chains for years, with many players—at various stages in the value stream—having long-since adopted these technologies out of necessity. Without connected operations of their own, manufacturers can become the weak link in their supply chain and risk losing key relationships.

All of that withstanding, a manufacturing facility is a complex, interconnected ecosystem, and a comprehensive digitalization initiative will touch every part of it. Figuring out how and where to start a digital undertaking can be difficult; making the wrong move can feel just as risky as waiting.

Fortunately—as this guide explores—manufacturers don't have to go it alone. The right software provider can [act as a steadfast partner](#) in this pursuit.

# Putting Philosophy at the Forefront

Choosing a manufacturing software provider is a critical step on the journey to smarter, connected operations. However, today's oversaturated market can make vendor selection a precarious process. In knowing that not all providers are created equal, and software capabilities aren't the only elements that matter. Business leaders looking for support must also dive into possible partners' philosophies.

## Ask yourself...



Do they understand my business?



Are they going to facilitate a collaborative, iterative process?



Have they worked on similar projects before?



Can they provide guidance throughout the process?



Will they continue to support us should we need new tools in the future?

Getting answers to these questions is crucial to successful change management, but it can be hard to unravel when vetting options. Really understanding how each provider approaches collaboration, innovation, and iteration often only comes with time and experience working directly with the team. By the time you sort it out, it may be too late to change course.

At Parsec, “making it as simple as possible” is more than a catchphrase; it's a commitment. It's the cornerstone of our ethos, and it informs every facet of our business—from how we design [TrakSYS™](#), our [Manufacturing Execution System](#) (MES), to how we deliver and support solutions. We also want to make the research, vetting, and decision-making process simple for manufacturers by being transparent about our approach and values every step of the way.

# Parsec's Process: Hybrid, Agile, Ongoing

Believe it or not, building the tech is the “easy part.” It’s figuring out the rest—what the business really needs, where it’s needed, and what else will need to change to accommodate it—that’s challenging. However, our years of experience have taught us that “the rest” is the key to realizing business outcomes faster.

Parsec’s Solution Delivery Method has been refined over decades of work with clients across verticals. Ours is a process predicated on marrying our expertise in connected manufacturing with your deep knowledge of your own operations. It is a process that sees engagement, alignment, and collaboration take center stage.

We become part of your team, working in lockstep before the sale, during and throughout implementation, and for as long as you need us after. That means:



- Listening to your needs, learning about your business, and letting your goals dictate the solution.
- Sharing our expertise to ensure plans are realistic and execution is effective.
- Discussing key implementation decisions with you so there are no surprises on either side.
- Continuously improving the solution—even after deployment—based on feedback from the people using it.
- Staying close to your leaders to ensure everything works not just as intended but how the organization wants it to.

Critically, it also means pushing back when necessary. Our service delivery and professional services teams aren’t “yes men;” they’re true partners in the pursuit of continual improvement.

# What the Process Looks Like

The [TrakSYS journey](#) happens in phases, though—in practice—it functions as a cycle of learning, trying, implementing, and refining. For us, this is a transformation of your operations, not an implementation of a system.

## Discovery

Discovery is where every project begins, and it starts before your contract is signed. During the sales process, the professional services team will step in to:

- Discuss our delivery process.
- Develop budget estimates.
- Learn about needs, wants, and obstacles.

Before the sale is closed, these engineering, deployment, and planning experts provide an initial implementation roadmap to show you what we expect to do for your business and how we plan to do it.

Once the deal is signed, we drill into the details of your operations and the market in which you work. We want to get to the heart of the internal and external factors that determine the best way forward.

### Meet Your Parsec Team

#### Project Manager

Responsible for project management activities including project planning, coordination, risk and issues management, weekly reporting, and scrum management.

#### MES Consultant

Responsible for site surveys, facilitating business design workshops, gathering requirements, grooming user stories, and recommending best practices use of TrakSYS.

#### Technical Architect

Responsible for technical architecture of the TrakSYS MES solution and facilitating key design decisions.

#### Technical Lead / Engineer

Responsible for configuring and developing solutions that achieve the customer's functional and non-functional requirements. Partners with project manager in sprint planning.

#### Quality Analyst

Responsible for creating test scripts, preparing test data, executing test cases and documenting test execution. Build Automation test scripts for chosen end-to-end regression tests.



*When everything is  
a priority, nothing is  
the priority.*

Venkat Krishnan, head of  
professional services at Parsec

We'll work to understand:

- The organizational structure of the business.
- The industry you work in and its market demands.
- Each of your facilities and how they work together.
- The challenges associated with your current processes.
- Any obstacles to successful implementation that could get in the way.
- The company's performance and baseline metrics.
- Your desired short- and long-term outcomes.

Generally speaking, the goal is to identify priorities and value drivers so we can build a roadmap for success. We do this by:

- Discussing how the business works, what you've been doing to date, and the challenges staff runs into during day-to-day operations with key stakeholders and facility employees alike.
- Visiting your facility and conducting an on-site workshop to get a sense of operations for ourselves.
- Understanding key performance indicators (KPIs) like overall equipment effectiveness (OEE), scrap and rework rates, throughput, utilization, and more.

## Design, Build, and Test

Once we understand all these factors, we start to think about the technology we have on hand, what we might need to build, and how it all needs to fit together. This happens in two distinct phases:

### Solution Design

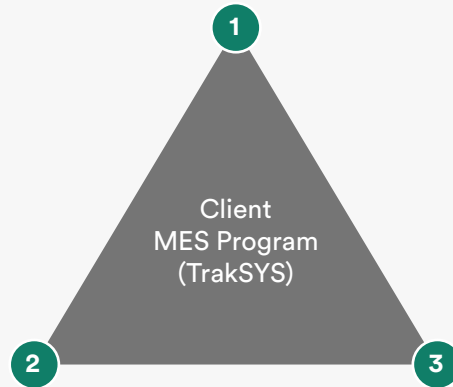
Unlike many of our competitors, we let your goals, not our technology dictate the journey. We look at the priorities defined in the discovery process and define the core features and capabilities that the business will need to make them a reality. From there, we create initial solution designs and work closely with end users to refine and optimize them. Our team provides ongoing user experience (UX) and interface (UI) mockups, wireframes, and demos to show how end users will interact with the solution, and design the IT architecture necessary to support these solutions.

### Build and Test

Once the designs are finalized, our engineers and quality analysts begin building and testing the system in sprints. Throughout this phase, we focus on solution alignment, making sure to bring features to life incrementally. We periodically engage with end users to incorporate their feedback.

### Program Structure and Client Resources

Parsec recommends Client to make available the following resources for successful program execution



#### 1 Delivery

- Program Roadmap
- Project RAID Management
- Change Management

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- Program Manager
  - Site Project Manager
  - Change Management Lead

#### 2 Business

- Requirements
- Product / Feature Backlog
- Prioritization
- User Acceptance Testing

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- Product Owner
  - Business Analyst
  - Subject Matter Experts

#### 3 Technology

- Enterprise Architecture
- Integrations
- Infrastructure
- Release Management

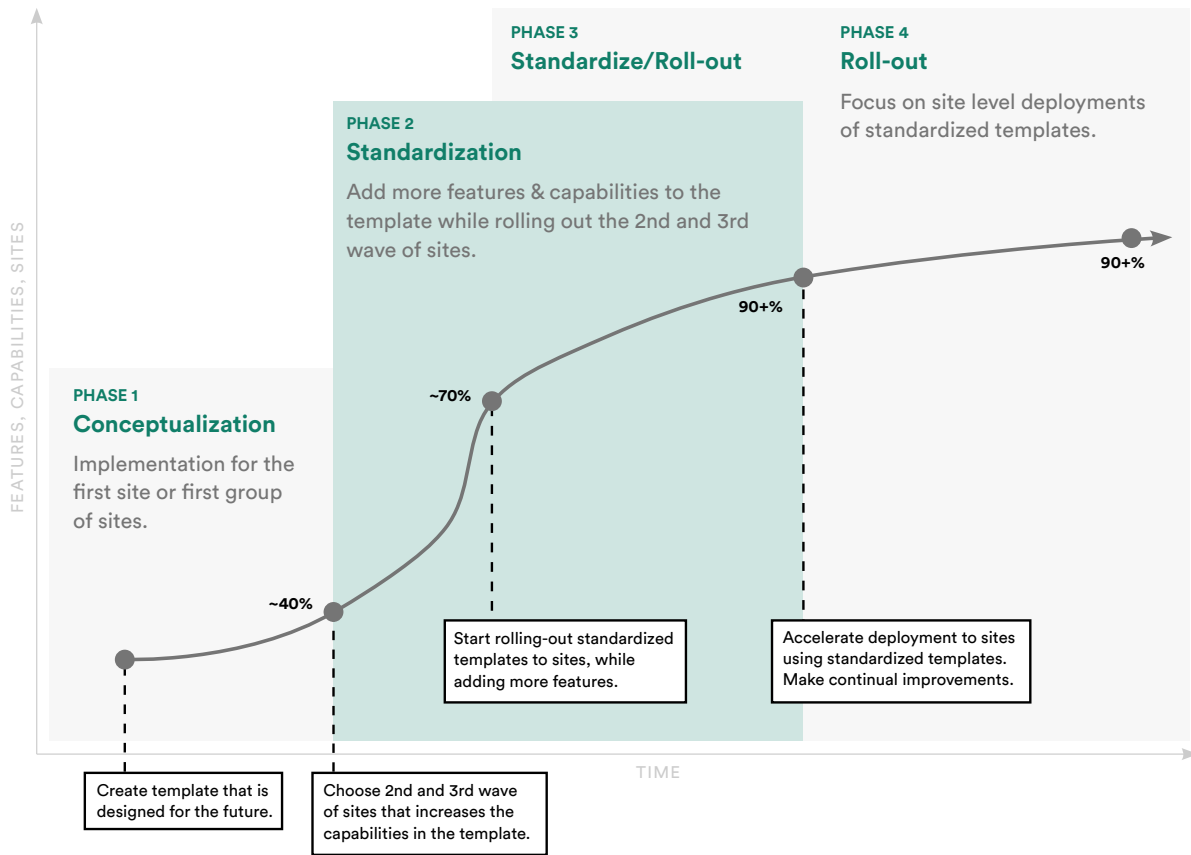
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- Enterprise Architect
  - IT Team for Integrations, Infrastructure & Deployments



# Roll-out, Standardize, and Refine

The key to successful transformation is to start small, build early wins, and scale strategically. While we implement the foundational build at the pilot site, we build “TrakSYS Solution templates” of the foundational elements that can be used across each of your sites. Rather than build a net-new system for each facility, we build in pieces, which allows us to deploy tailored (but interoperable, standardized) solution sets based on each facility’s needs.

## TrakSYS Evolution for Enterprise Clients



This approach also enables the team to update and adjust the system at the facility level without a complete rebuild, since we know needs and circumstances may change along the way.

With each subsequent group of facilities, the system deployed on day one is closer to the final, complete build—which means the process accelerates over time.

Eventually, we hit a turning point where the solution is close to complete, verified to be working exactly to your specifications, and ready to be implemented at scale. At this point, we can start to identify site-specific issues through gap analysis and figure out how to solve them. Critically, we don't change what you have; we expand it to make sure everything is covered. The core software stays the same, but we layer in new capabilities and features based on the unique needs of each facility.

## Continuous Improvement and Support Services

We know the work isn't done when the last facility is connected to the system. Businesses grow and change each and every day, which means platform capabilities need to change with them. Whether working with us directly, or with one of our certified system integrators (SIs), consultants, and subject matter experts, Parsec remains by your side to provide long-term support.

### Parsec's Professional Services

Beyond our design and implementation services, Parsec provides ongoing support to clients throughout their transformation journey.

#### Program Advisory

Setting up the right program, business, and technical governance is crucial for the success of enterprise-wide MES transformation centered around TrakSYS. In this service, Parsec collaborates with client leadership and execute at a program level to maximize value from the MES implementation.

#### Managed Services

Parsec offers 24/7 managed services to support TrakSYS solutions at the specific site after the end of the hypercare period. The objective is to maximize site uptime which clients focus on their core competencies. Managed services can be offered to non-Parsec implementations after conducting quality review of the solution.

# Iterative Implementation, Continuous Improvement

Engaging with Parsec means entering a partnership focused on true transformation rather than mere implementation. Our unwavering commitment to simplicity is evident in every aspect of our process—ensuring that the complexities of digitalization are handled seamlessly.

Our cycle of discovery, iterative development, and ongoing refinement allows for flexibility and adaptation as market conditions and business goals evolve. By choosing Parsec, manufacturers are not just selecting a software provider; they are opting for a dedicated partner that invests in their long-term success and stands ready to navigate the complexities of digital transformation together. Ultimately, our aim is to help you thrive in a rapidly changing landscape, ensuring your operations remain competitive and your business continues to grow.

What sets Parsec apart is our unique approach of integrating deeply with our clients' operations, allowing us to tailor solutions that genuinely meet their specific needs. We prioritize collaboration, consistently working alongside manufacturers throughout their journey. This means that we don't just deliver technology; we empower your team with the insights and support necessary for meaningful change.

Looking for a technology partner to kickstart your next project? [Connect with us today!](#)

# About Parsec

Utilizing their 30 years of experience in manufacturing, Parsec created TrakSYS: a best-in-class operations management software application and solution platform designed to significantly improve manufacturing operations. TrakSYS aggregates data from multiple sources to deliver real-time, actionable intelligence that helps manufacturers reduce production costs, decrease lead time, and improve profitability. TrakSYS is deployed at thousands of factories in more than 140 different countries.



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