



# I.S.N.

## INDUSTRIAL SEWING NETWORK

# USER NEWS

Editor: Tom Cianflone

Enterprise solutions  
for the industrial sewing industry

VeriStitch, Inc.  
(954) 782-3215

351 S Cypress Road Suite 205 Pompano Beach, FL 33060  
FAX: (954) 782-3216 <http://www.veristitch.com>

## Things Remembered Rolls Out Delta MCS

*Roll-out driven by reduced shrinkage, improved productivity measured in pilot test*

A careful pilot test of Delta MCS that began in October of last year culminated in a full roll-out of the system last month at the Things Remembered distribution center in North Jackson, Ohio. Things Remembered, a \$285M national retailer specializing in personalized gifts with nearly 800 stores and three channels of distribution, called upon VeriStitch to help improve monogram productivity and reduce inventory lost to personalization errors. Good communication and planning coupled with superb execution resulted in a Delta MCS solution with a high return on investment. When installation was completed, 71 Meistergram 900XLC machines were networked to a single Delta Network Server and coupled to their mainframe-based order entry system.

### Smooth roll-out the result of good planning

Working with the Things Remembered project team on the roll-out plan was a pleasure. Shari Schrader, Director; Diane McCarty, Manager; and Lee Damico, Production Lead; all of TR Direct, were appointed to take ownership of the Delta MCS project. They followed our installation planning documentation carefully, something we provide in advance of the actual installation. Everything we requested was in place on our arrival and we hit the ground running. By mid-week, the system was fully operational with minimal disruption to the production

floor schedule, no small matter since the installation occurred in the midst of one of their production peaks.

Another brilliant Things Remembered foresight that paid off in the roll-out was to cycle all of their machine operators through the Delta MCS pilot test pod of 6 machines throughout the pilot period. As soon as we had machines connected to Delta MCS, operators were able to start using the system immediately. This allowed us to monitor the system with a full user population while we were still on site, adding to user confidence in the stability of the system.

In a way, the installation was too smooth, almost to the point of boredom, leaving the Things Remembered leadership team wondering if the real disaster was still waiting to happen after we were off site. But they were disappointed there too. Guess we'll just have to give good planning its due!

### Pilot test meets shrinkage, productivity goals

As with any technology, customers are looking for tangible payback over a reasonable period. Delta MCS delivered for Things Remembered in a big way, and that is what drove the roll-out. The two areas Things Remembered was looking for improvements in were shrinkage due to operator error and productivity.

**Shrinkage** Shrinkage due to operator error here means any item that becomes non-saleable due to misspelled

personalization, wrong design, wrong thread color or any other operator caused error. Things Remembered sets a maximum acceptable shrinkage limit; operators must perform below that limit to be considered proficient. Results with Delta MCS? *Operator-induced shrinkage went to zero for the entire test cycle!*

**Productivity** Productivity here equates to a units per hour (UPH) goal that is set for their operators. In their manual environment (pre-MCS), the goal was set at 7 UPH with an entire staff average coming in at 5 UPH. Initial results with Delta MCS? *A 16% overall improvement in productivity department wide coupled with a 30% overall improvement in mispersonalization performance.* It will be interesting to see where Things Remembered sets their new UPH goals after accumulating some experience with Delta MCS.

### Delta MCS roll-out, just another Things Remembered success

While we were visiting Things Remembered, we couldn't help but notice the huge banner trumpeting their recent qualification as an ISO 9001:2000 certified plant. Things Remembered is the first in its industry to achieve such a certification. Based on our experience working with them, their careful planning and cheerful teamwork, we're not surprised! Our thanks go to Things Remembered, their leadership and project teams and all who helped make the Delta MCS roll-out such a success.

## Delta IDS Beta Test Draws Kudos from Antigua

As highlighted in our last newsletter, the Delta Internet Data Server and its first client programs were about to be put into beta testing. We located a willing beta candidate in Antigua, one of our golf apparel industry customers, in Scottsdale, Arizona. This was a good choice for this particular product for a couple of reasons. First, we have a great working relationship with Kelly Angel, our technical contact there and systems administrator for Antigua's corporate network. She's as sharp as they come. When it comes to working with VeriStitch, she says, "VeriStitch listens to our technical and service needs and responds to them in a timely and satisfactory manner." Second, our file-sharing client applications have never performed up to expectation over their network, something we knew Delta IDS would cure.

Kelly installed Delta IDS and the early version of the Internet Job Viewer client to begin testing. Not one to be frivolous about installing beta software for users, Kelly kept the initial testing to herself. We worked together keeping a bug and enhancement tracking list and getting her fixes into the product. As the Internet Job Viewer shaped up, she told us what she really wanted: a full featured Internet Job Manager, which allows both view/export access to the database and import/delete access as well. So, that's what she got.

We followed through with the Internet Job Manager testing, again using a bug and enhancement tracking list to bring this client to a level Kelly was satisfied with. Once we had both client programs where Kelly was comfortable rolling them out to users, she had them installed on a number of desktops. Most of these users were using the earlier file-sharing clients previously. How did the users respond to the performance of the new client/server environment?

Kelly reports, "The response time improvement alone [over the previous file-sharing client programs] was enough for me to request the product immediately. Not to mention the ability to render patterns on a user's screen while they handle customer calls. We can instantly verify which logo a customer is talking about. Delta IDS gives all users the ability to view logos at their desktop in seconds."

Regarding her participation in the beta process for a new product, Kelly commented, "To see the work we all have put into this wonderful product finally come to fruition is very exciting. Delta IDS has not only given us the stability we demand but also a new direction towards providing users logo database access at their fingertips. I see this product as offering many useful functions not only for our embroidery services departments but also the entire company."

Our thanks to Kelly and the entire Antigua staff for their continued cooperation in readying Delta IDS for release. Watch the pages of User News for exciting new client programs that will bring more information to more people throughout your organization over your corporate LAN, WAN or the Internet.

## VeriStitch.com Goes Online

If you've exchanged e-mail with us in the past few months, you've probably noticed our signatures are now sporting our new web address at [www.veristitch.com](http://www.veristitch.com). The site is a showcase for our wireless machine networking products, the Delta Industrial Sewing Network and the Delta Monogram Control System. We use the site primarily to promote our products with detailed presentations and answers to frequently asked questions. We have some technical support information on the site as well, an area we'll be adding to over time.

Would you like to contribute to the direction of the site? If so, please surf on over, check it out, and then drop us an e-mail from the web site contact page. With your help, we'll make the site equally useful to both our customers and our prospects.

## Delta MCS to Appear at Clean Show 2001

The world's largest exposition of commercial textile care equipment, products and services will open on July 19 at the Ernest N. Morial Convention Center in New Orleans. Delta MCS will be there!

This will be our first appearance at this particular show for the purpose of featuring the capabilities of Delta MCS to the uniform rental industry. The Meistergram/Barudan monogram machine has long been an industry standard in the uniform business and we anticipate an enthusiastic reception of a technology that can dramatically improve its productivity compared to completely manual operation. If you're going to the Clean Show, please stop by to say hello at booth 465. For more information about the show, visit [www.cleanshow.com](http://www.cleanshow.com).

## 2.4 GHz Upgrade Program Draws to Close

This program announced in December, 2000, ends this month. All upgrade purchase orders must be in to Macpherson for processing no later than June 27 to allow enough time for final processing by us before the end of the month. Our thanks to all our customers who took advantage of this offer so far. It was our pleasure to upgrade you to this new level of performance and we know from your comments that you're happy with the results. Haven't upgraded yet? Don't hesitate on this offer. Come with us on this trip to improved productivity, enhanced performance and the potential for Internet opportunity. Call us now and let us help you make a smooth transition to the future of machine networking.