

# DUPONT DIAGNOSTIC IMAGING GROUP, SERVICE AND SUPPORT DIVISION

## A Novell® Success Story

*"With the implementation of the NetWare® network, we have gone from an unmanageable, paper-driven environment to a completely integrated operating environment."*

*Robert Campbell, network and communications administrator*

## ► Company Overview

DuPont, the eighth largest industrial corporation in the U.S., is an international manufacturer of chemical, polymer, fiber, petroleum, and medical products. Headquartered in Wilmington, Delaware, the company employs 132,000 people in 40 countries. DuPont's Diagnostic Imaging Group manufactures and repairs sophisticated electronic radiology-imaging systems for use in hospitals, clinics and physicians' offices. The group's 150-person Service and Support division, located in Atlanta, is the worldwide repair center for all of DuPont's diagnostic-imaging-systems products.

## ► Needs Analysis

Because DuPont's diagnostic imaging equipment affects life-saving medical procedures, the Service and Support Division is governed by strict federal regulations. A history of each piece of equipment must be maintained for seven years. This history must include a detailed tracking report of each piece every time a hospital returns it for maintenance or repairs. "The documentation involved enormous paper flow," says Robert Campbell, network and communications administrator. "Our tracking and documentation was done manually, so when a piece of equipment came in, employees had to take time to locate the historical file folder. If they couldn't find the correct file, they either didn't make the proper entry or began a new folder, causing duplicate files and tracking errors."

Although the repair floor was automated with customized computers or "black boxes" to help diagnose specific repairs, pinpointing problems in the complex imaging equipment was still difficult. "Each box detected a different problem and functioned independently of all the other boxes," explains Campbell. "This left a lot of guesswork for the repair technicians. To pinpoint problems, they often resorted to trial and error." Because DuPont promises a strict six-hour turnaround time for repairs, they needed a better way to diagnose repair problems.

## ► Novell Authorized Developer Participation

DuPont turned to ARvee Systems, a Novell Authorized Developer in Bohemia, New York, to solve its diagnostic-repair problems. "When ARvee proposed an NetWare SQL-based software package that would totally integrate all of the black boxes, we were skeptical," says Campbell. "Each black box contained thousands of lines of code, so integrating them seemed impossible." But ARvee delivered the integrated system as promised. "If we had to do it over," says Campbell, "I would use ARvee's services again. Their expertise has saved us a lot of time and money."

## ► The Novell Solution

With a NetWare network and ARvee's customized tracking system in place, DuPont's documentation and tracking problems disappeared. "Now when a part comes in, employees access the historical file from their workstations and know immediately what needs to be done," says Campbell. "We have almost no mistakes and no duplicate histories." As each piece of