

Resource Label Group

Final Workflow Usage Assessment



Resource Label Executive Overview

Resource Label Group has invested in the Esko Automation Engine SaaS solution to standardize and automate prepress workflows. However, operators at various sites are not consistently following the established processes, leading to inefficiencies, potential quality issues, and underutilization of the automation capabilities.

Involved Parties

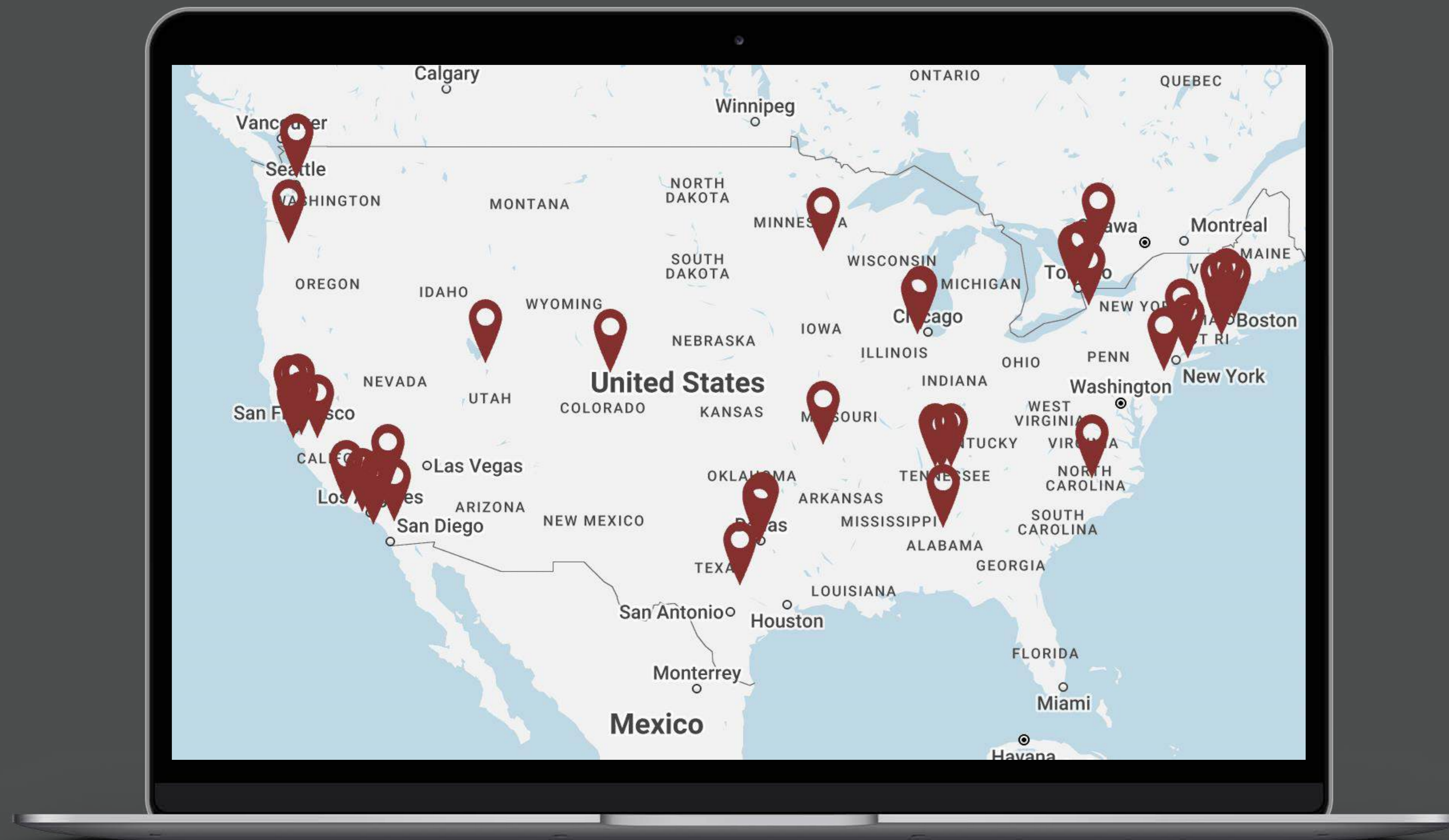


Label Manufacturer

Prepress Software

Consulting and Training

Resource Label Data



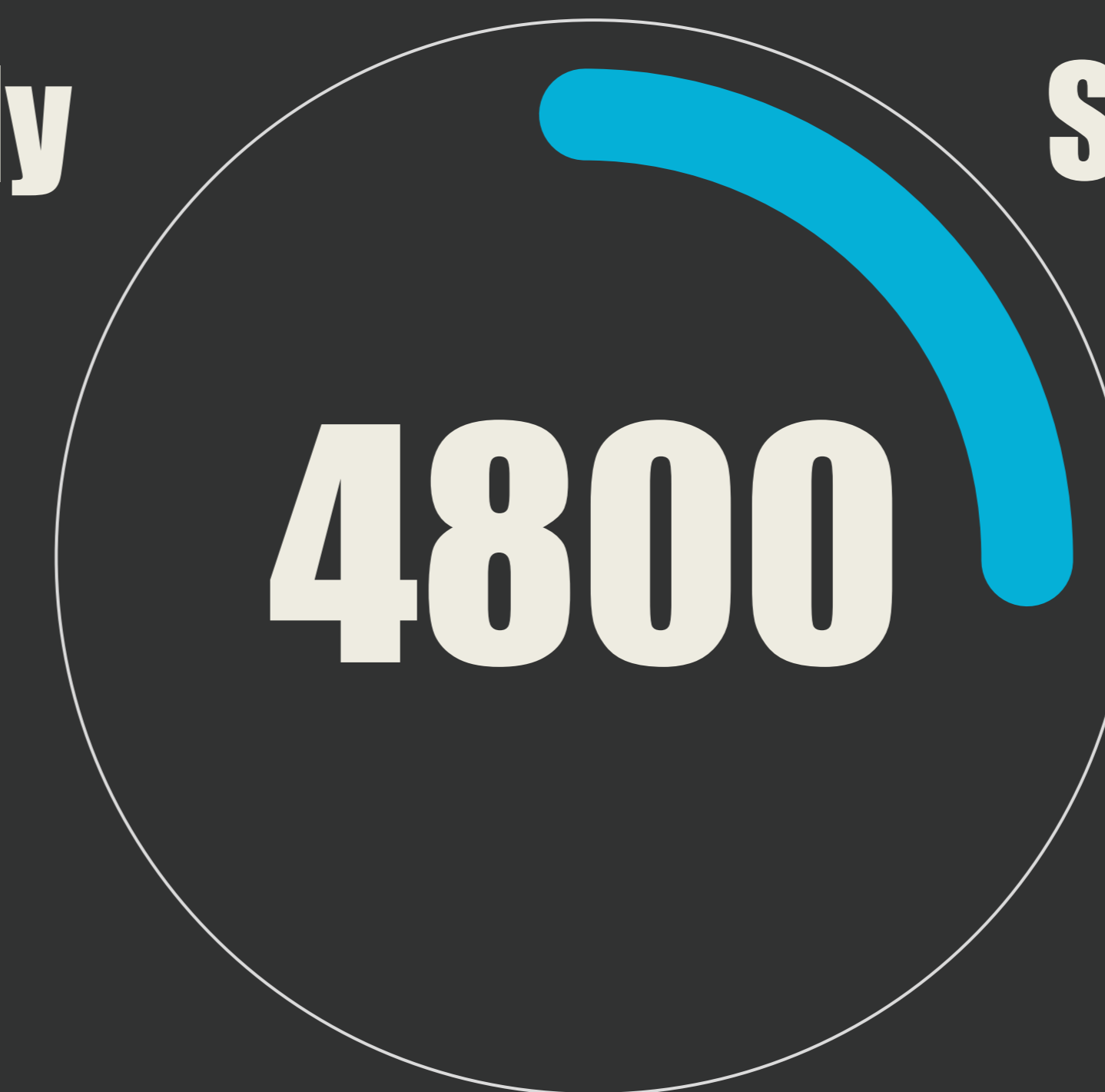
	Overall	Gap Analysis
Countries	2-USA and Canada	2-USA and Canada
Location	33	3
Employees	1400	10

Troubling Trends

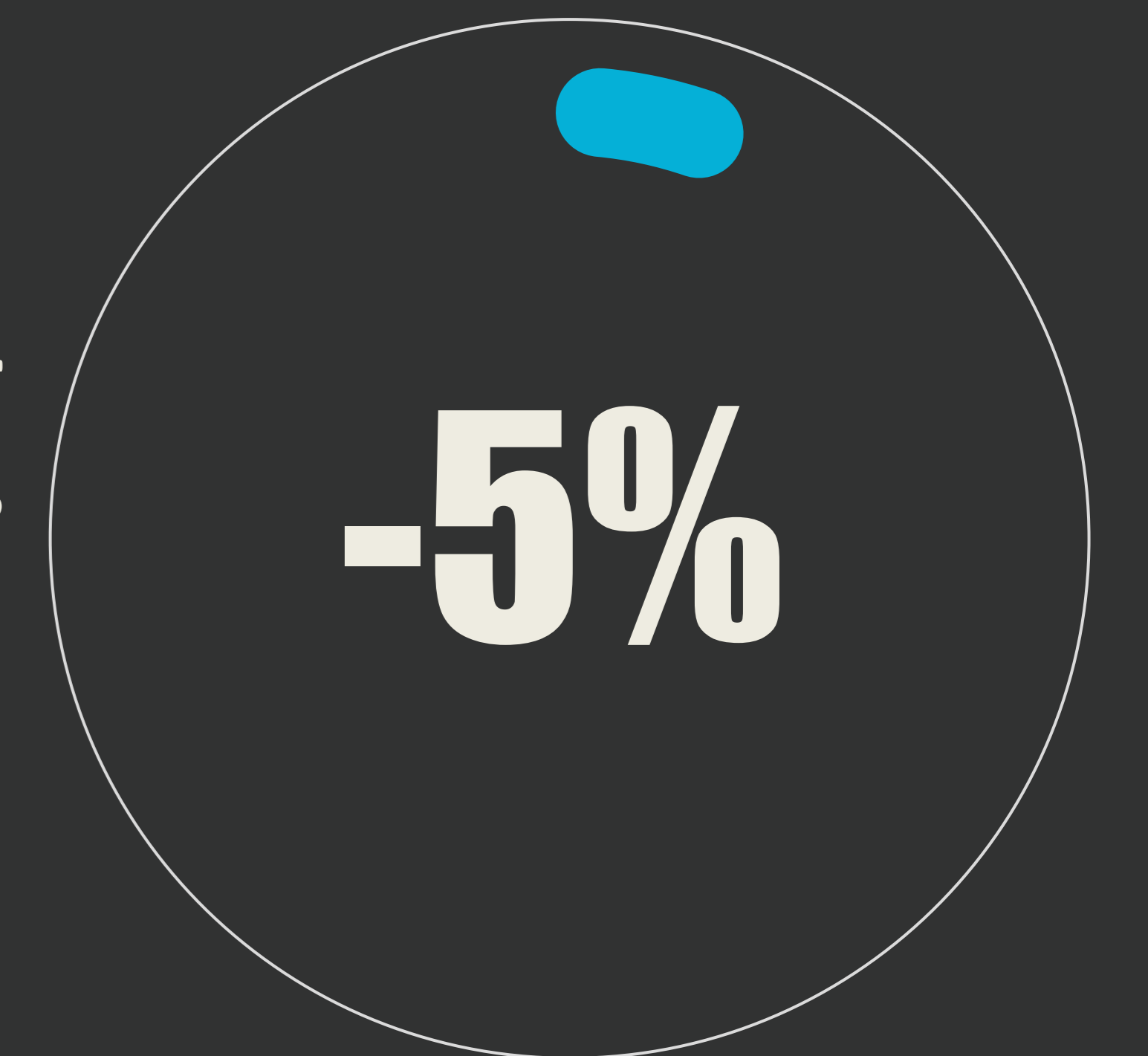


Jobs produced Incorrectly
representing a 4%
of total production

Man-hours wasted
correcting incorrect jobs



Satisfaction
Dropped in
customer
surveys



Definitions

1. Facility - Where printing is done.



2. System or Solution- Automates artwork.



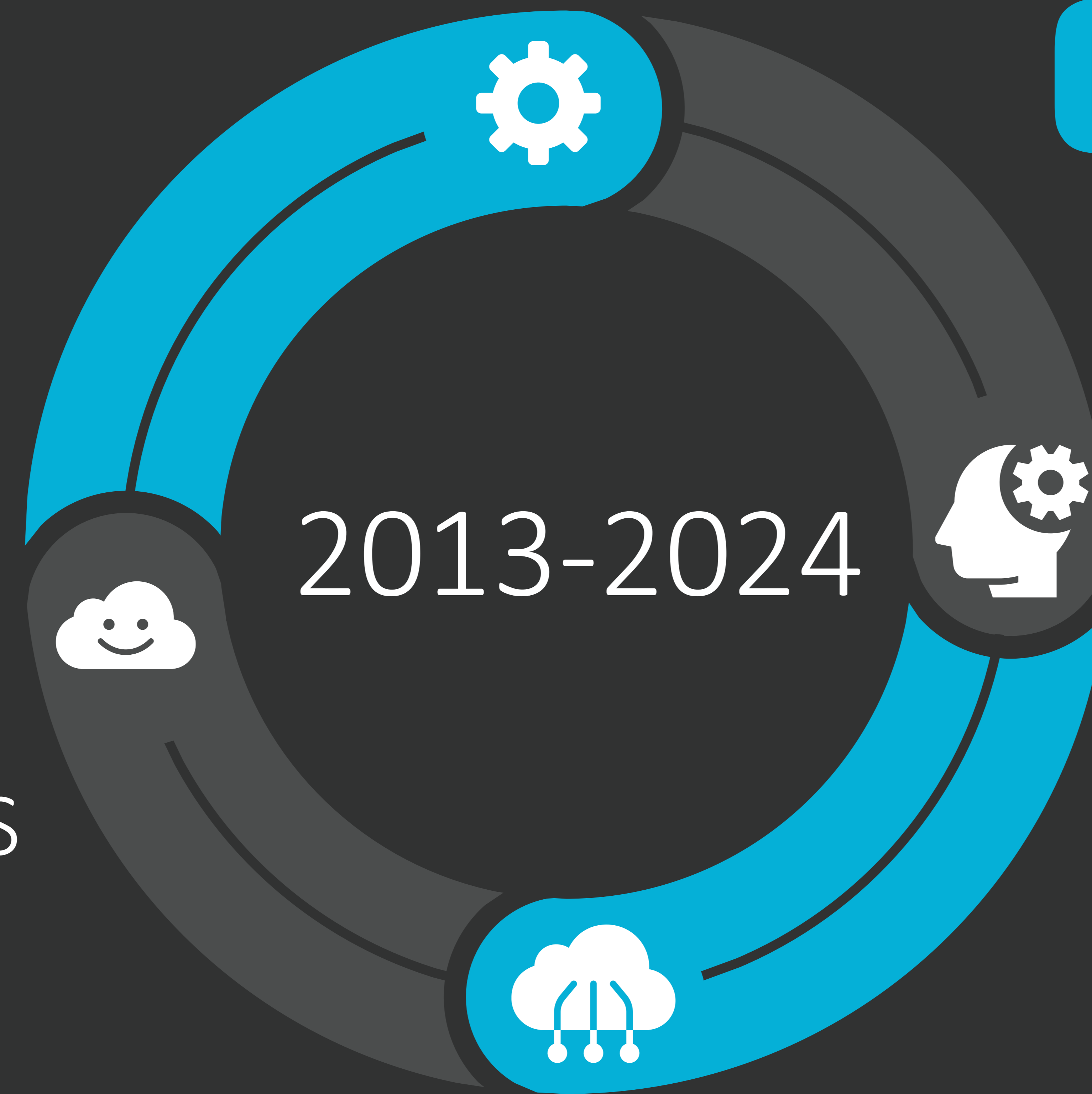
3. Workflow - Program that runs in the system/Solution



Current History

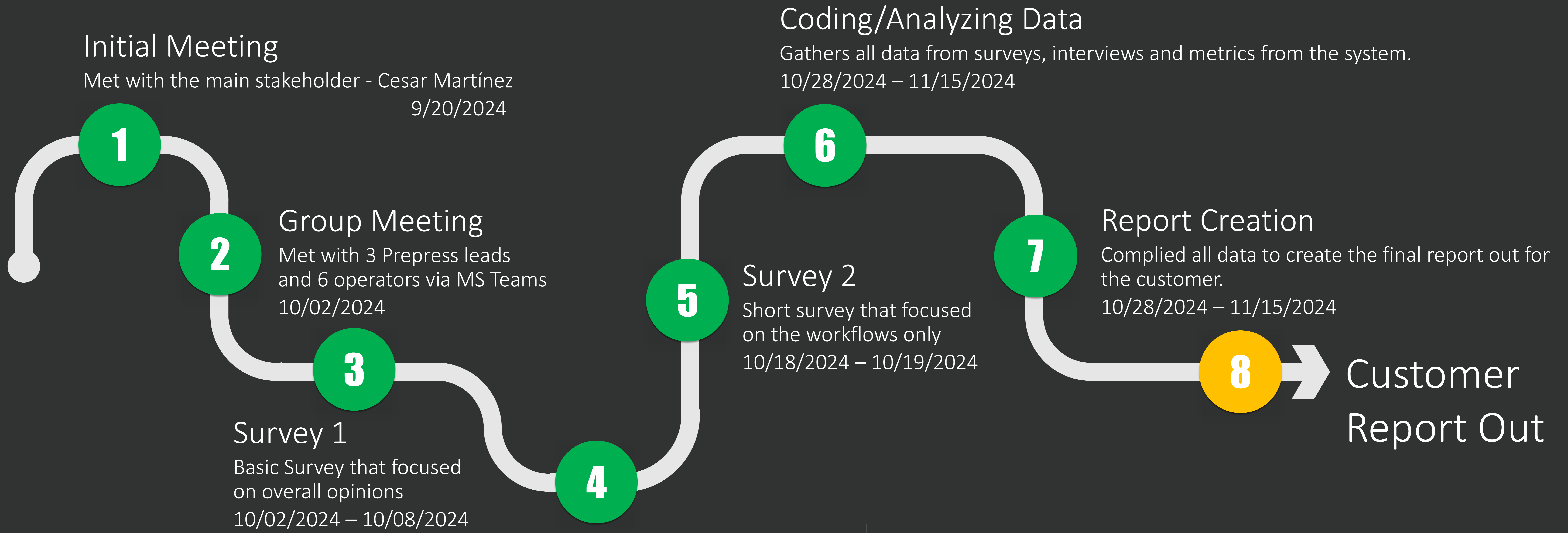
01 2013 Deployed On Premise Esko Automation Engine

02 2013-2021 Perfected On-Premise Esko Automation Engine Workflows



03 2021-2023 Deployed Esko Automation Engine SaaS

04 Currently Working To perfect the SaaS workflows



Workflow Analysis Road Map

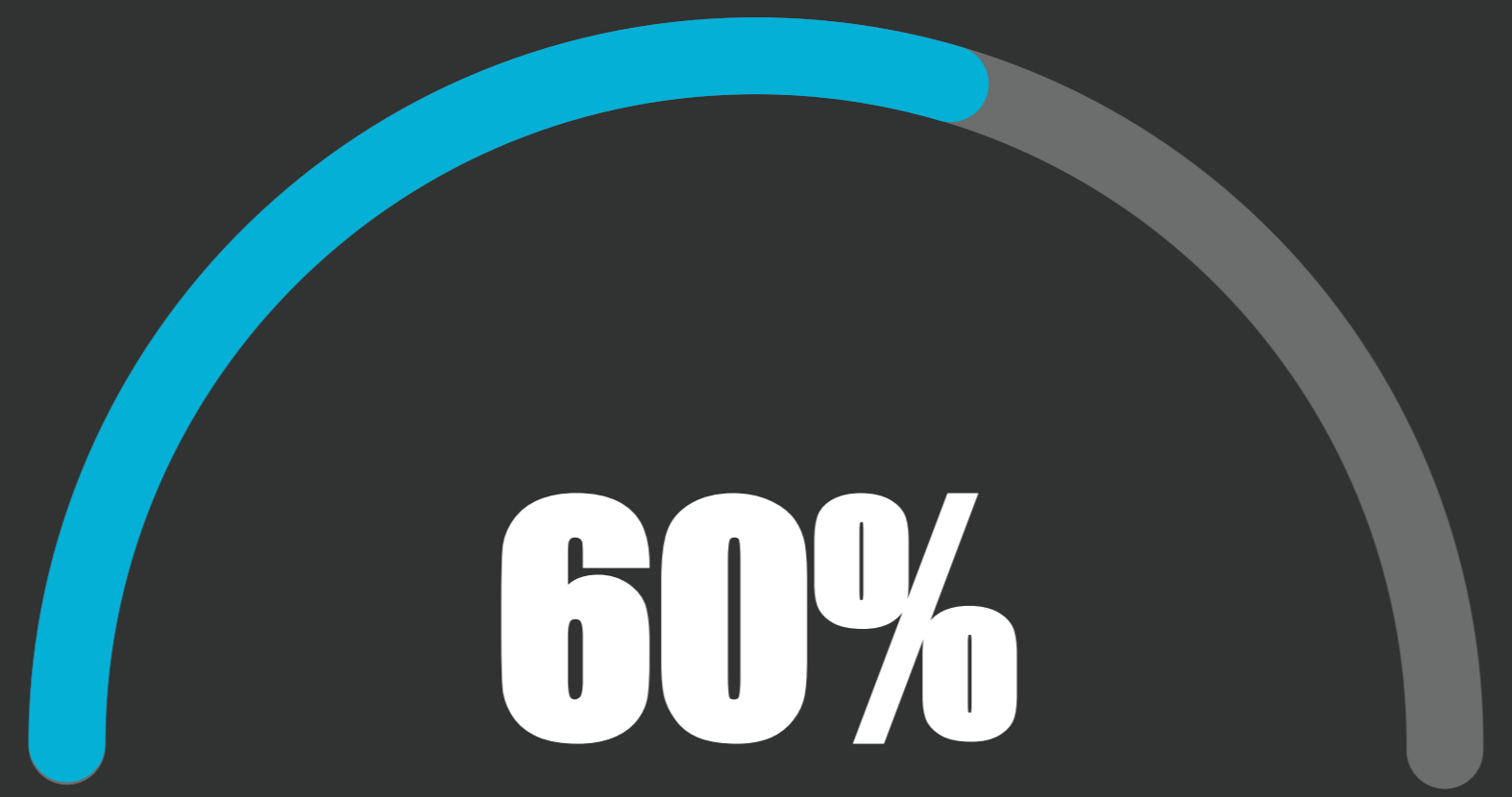
● Completed
 ● Working
 ● Incomplete



100%

Response Rate

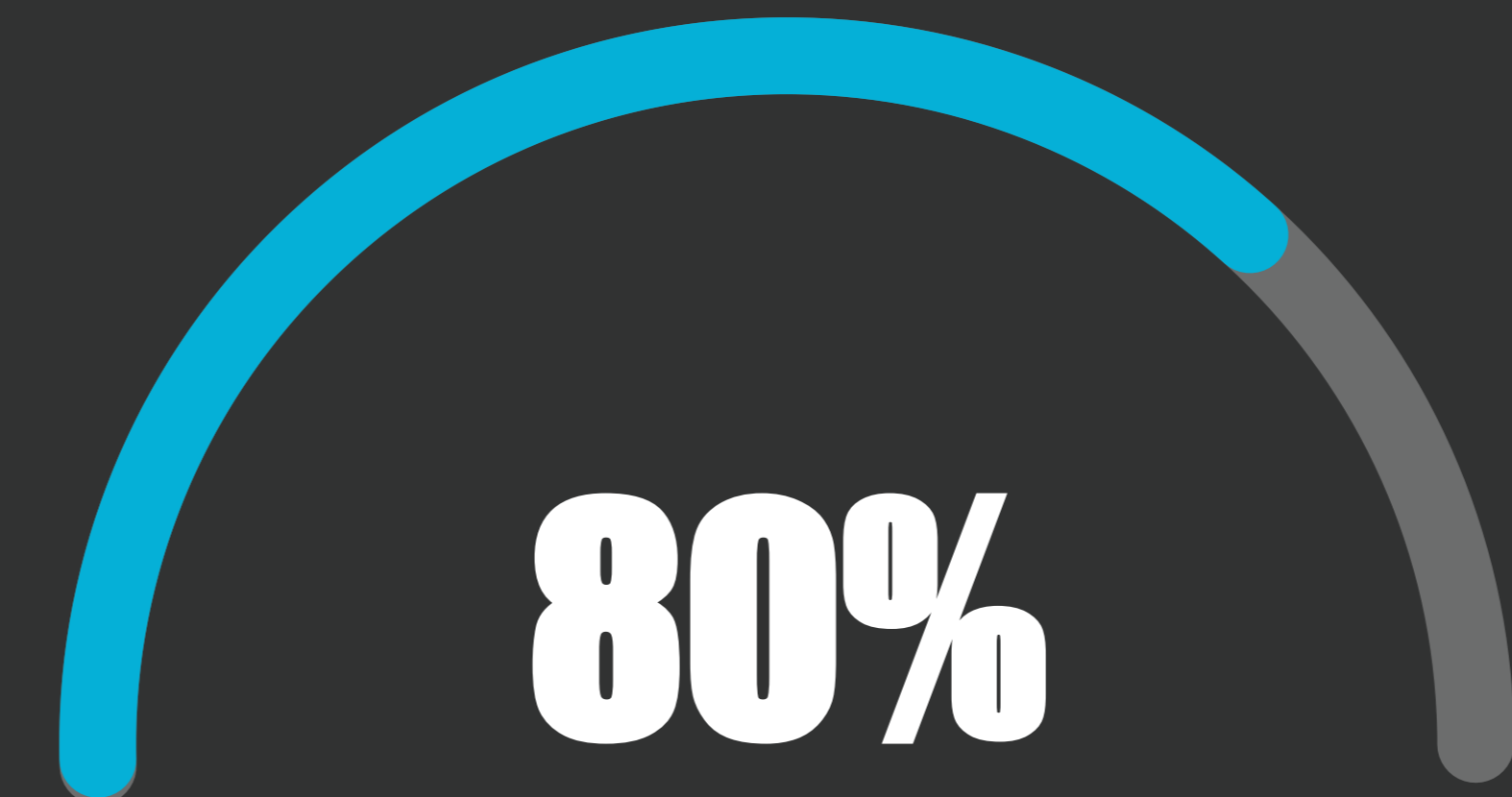
Received all 10 surveys back from the participants



60%

Standard Workflows Used

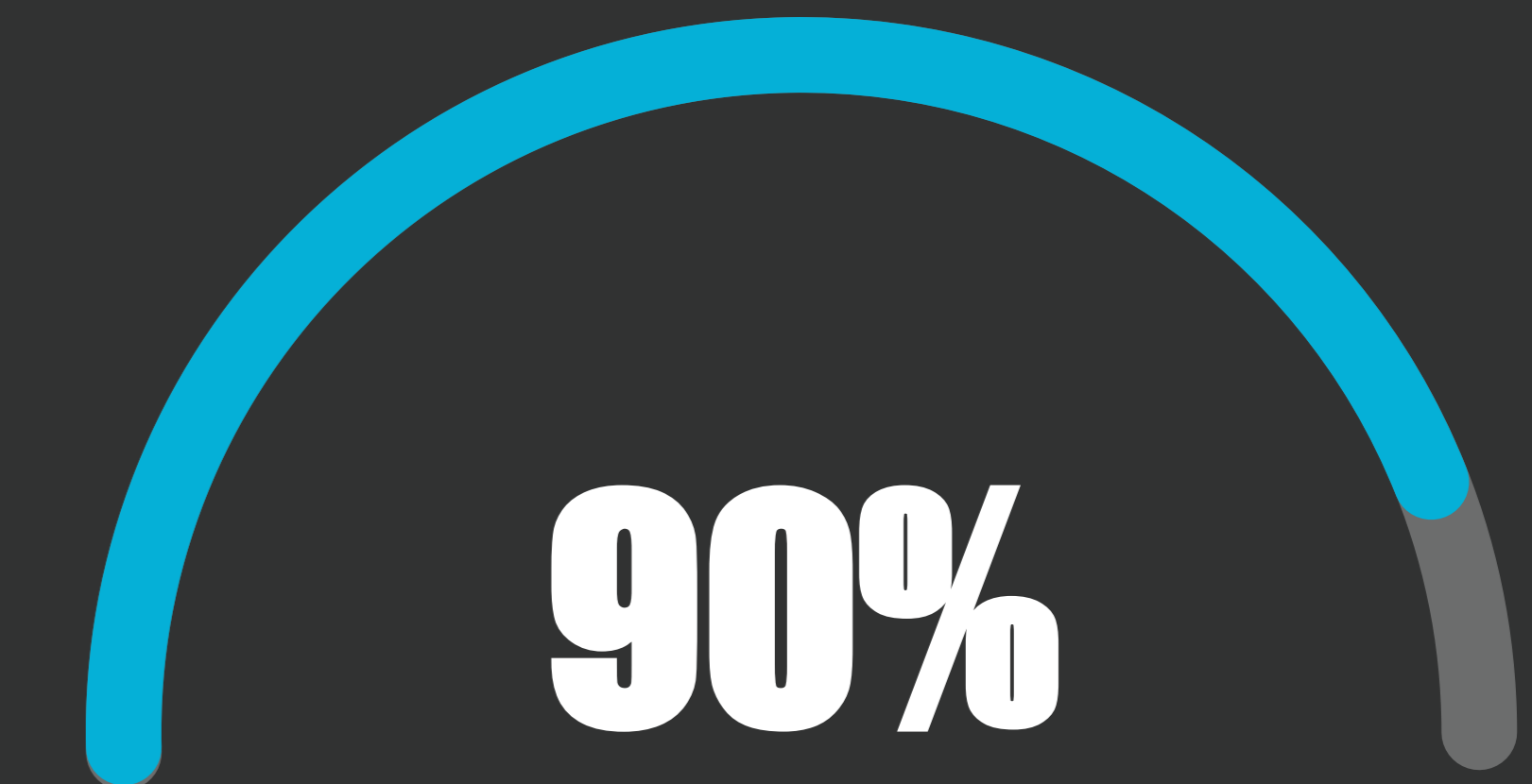
For all jobs in run during the operator's last shift



80%

See Benefit

Of the Automation Engine SaaS system in day-to-day work.



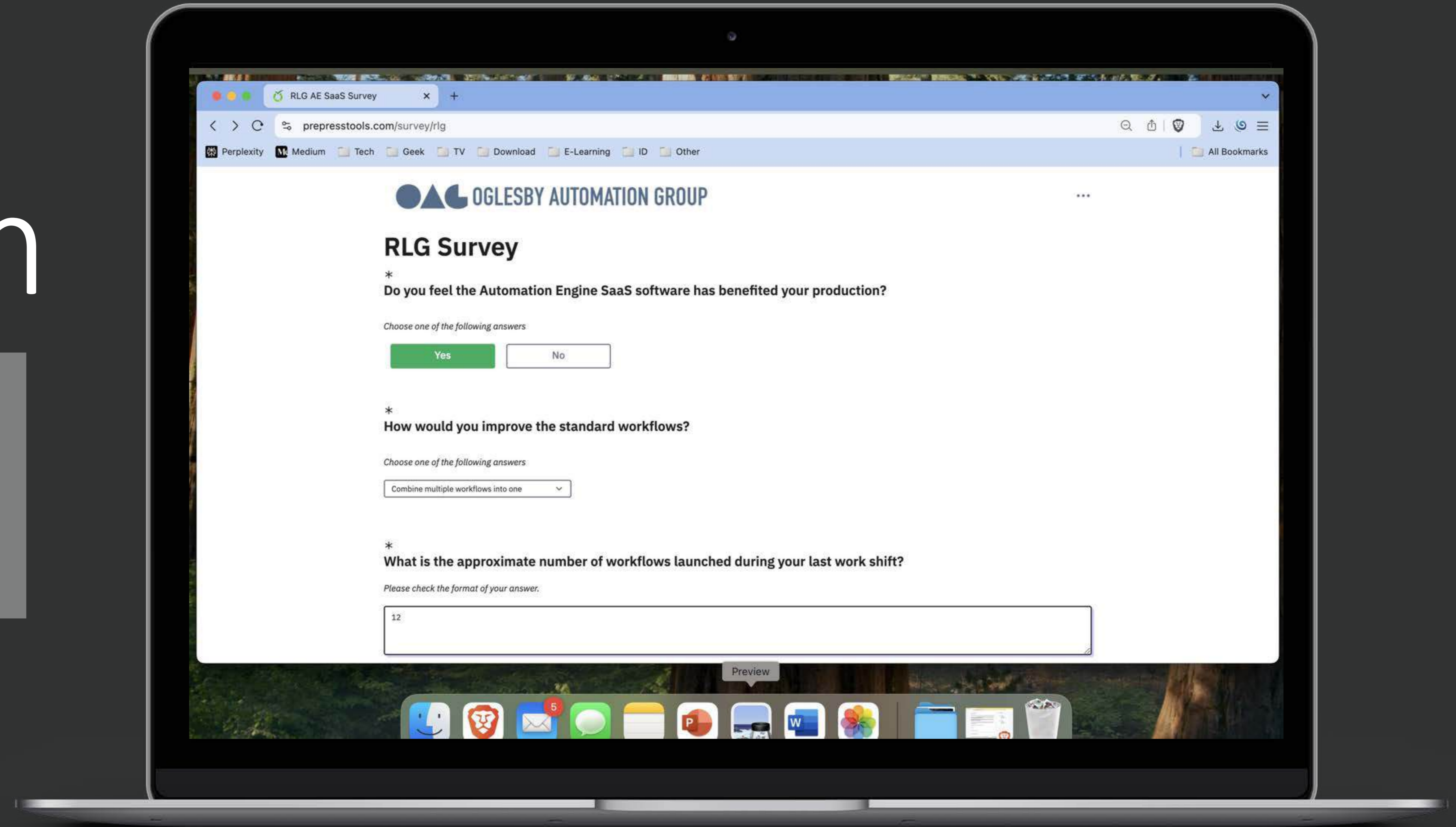
90%

Of Edits to Workflows

Were due to the trap settings available in the standard workflows.

Results from Survey 1

<https://prepresstools.com/survey/rlg>





*
Have you encountered any error messages or unexpected behavior?

Choose one of the following answers

*
How confident do you feel using this software?

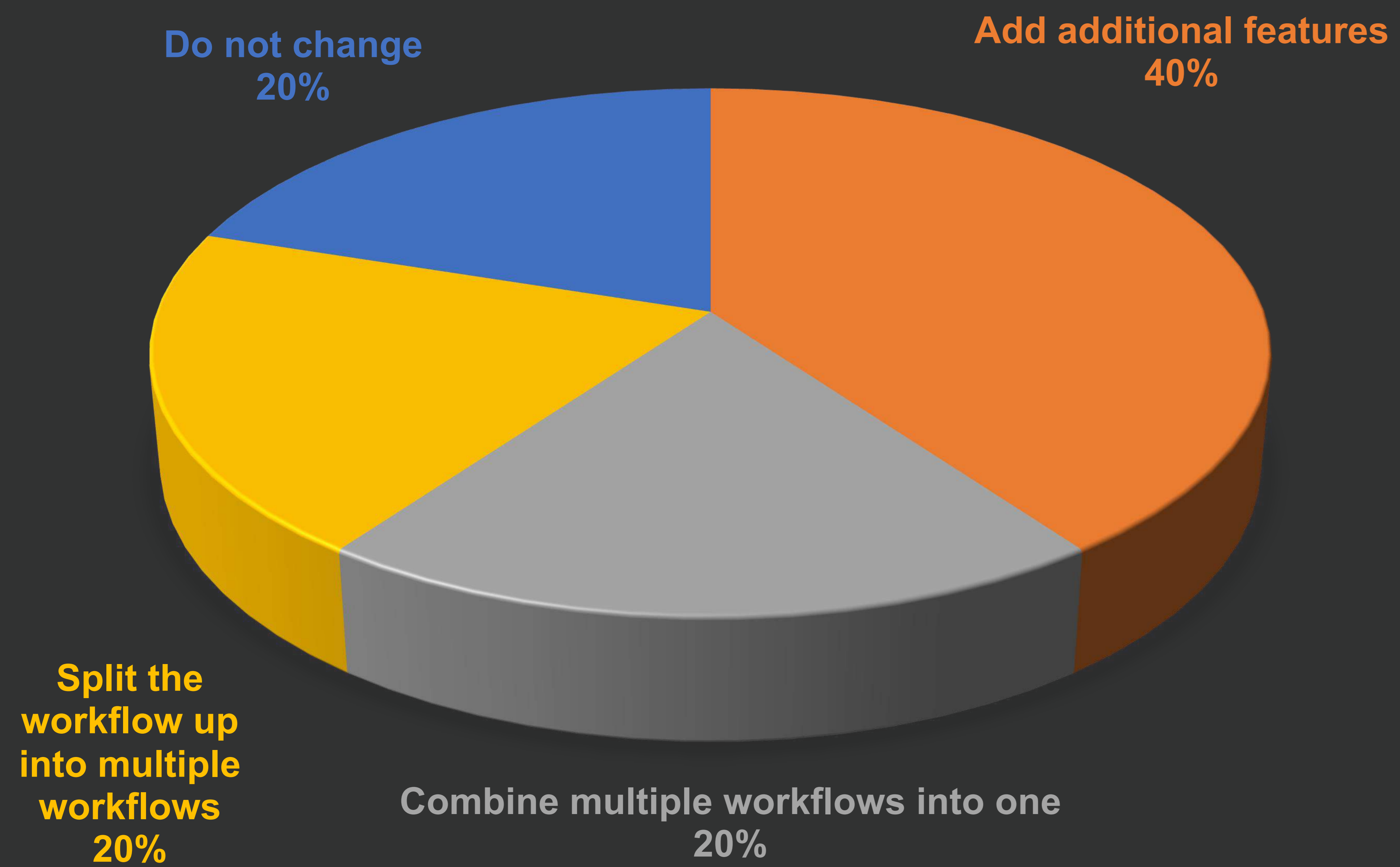
Choose one of the following answers

*
What is your opinion on the Automation Engine SaaS solution. On a scale of 1 to 5, where 1 is bad and 5 is great, please rate the following:

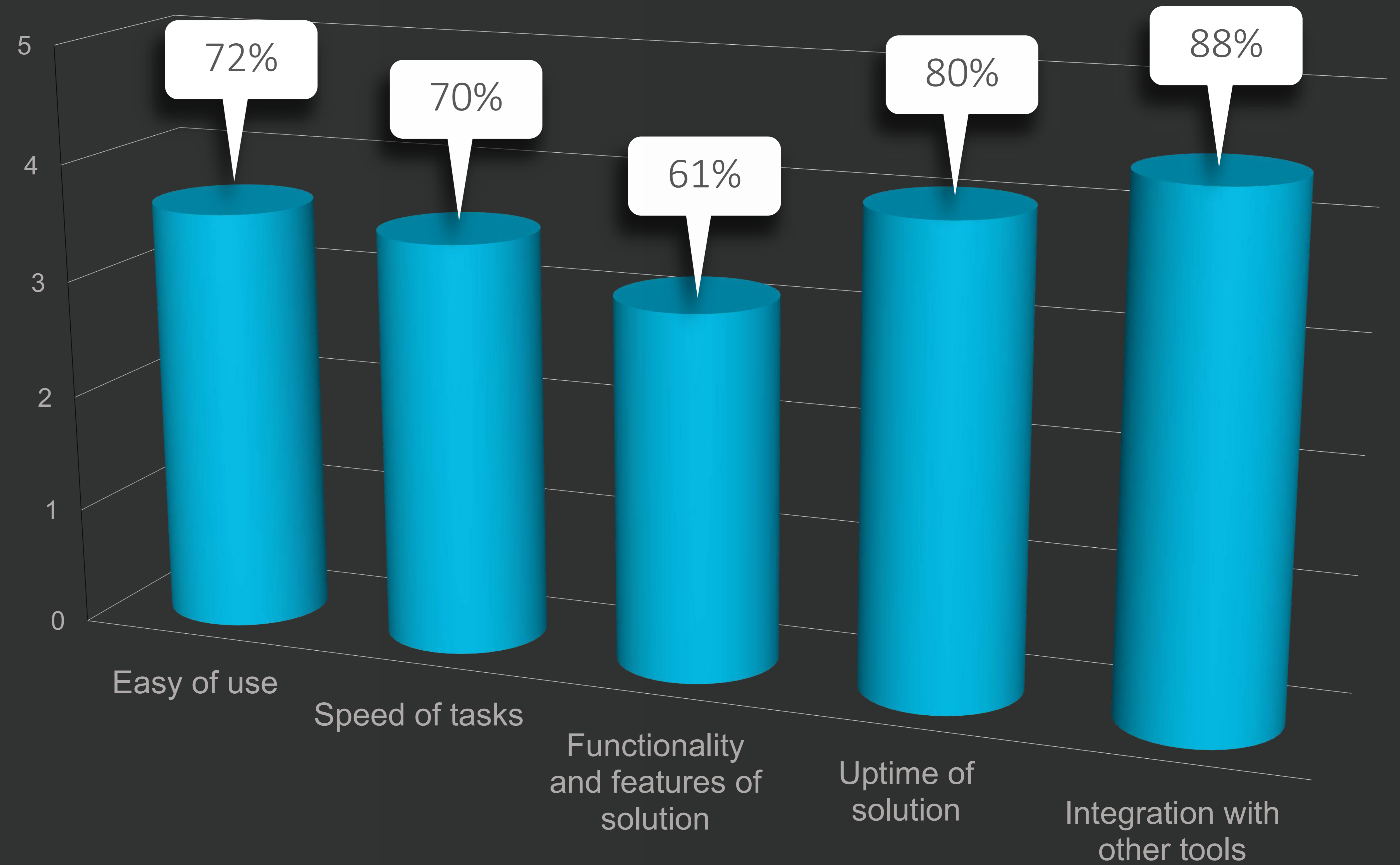
	1	2	3	4	5
Easy of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Functionality and features of solution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey 1 Results

IMPROVEMENT SUGGESTION

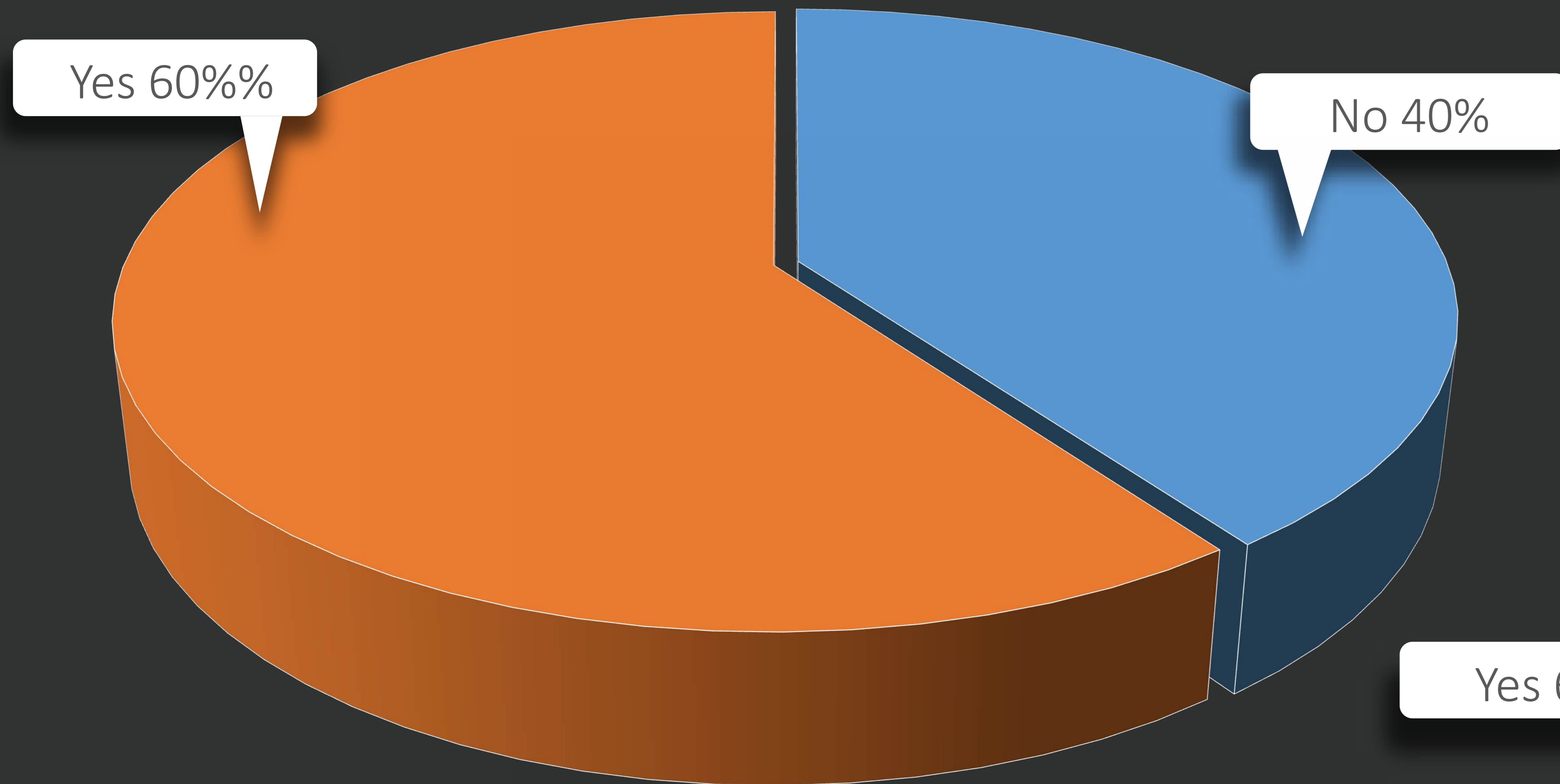


OVERALL OPINION

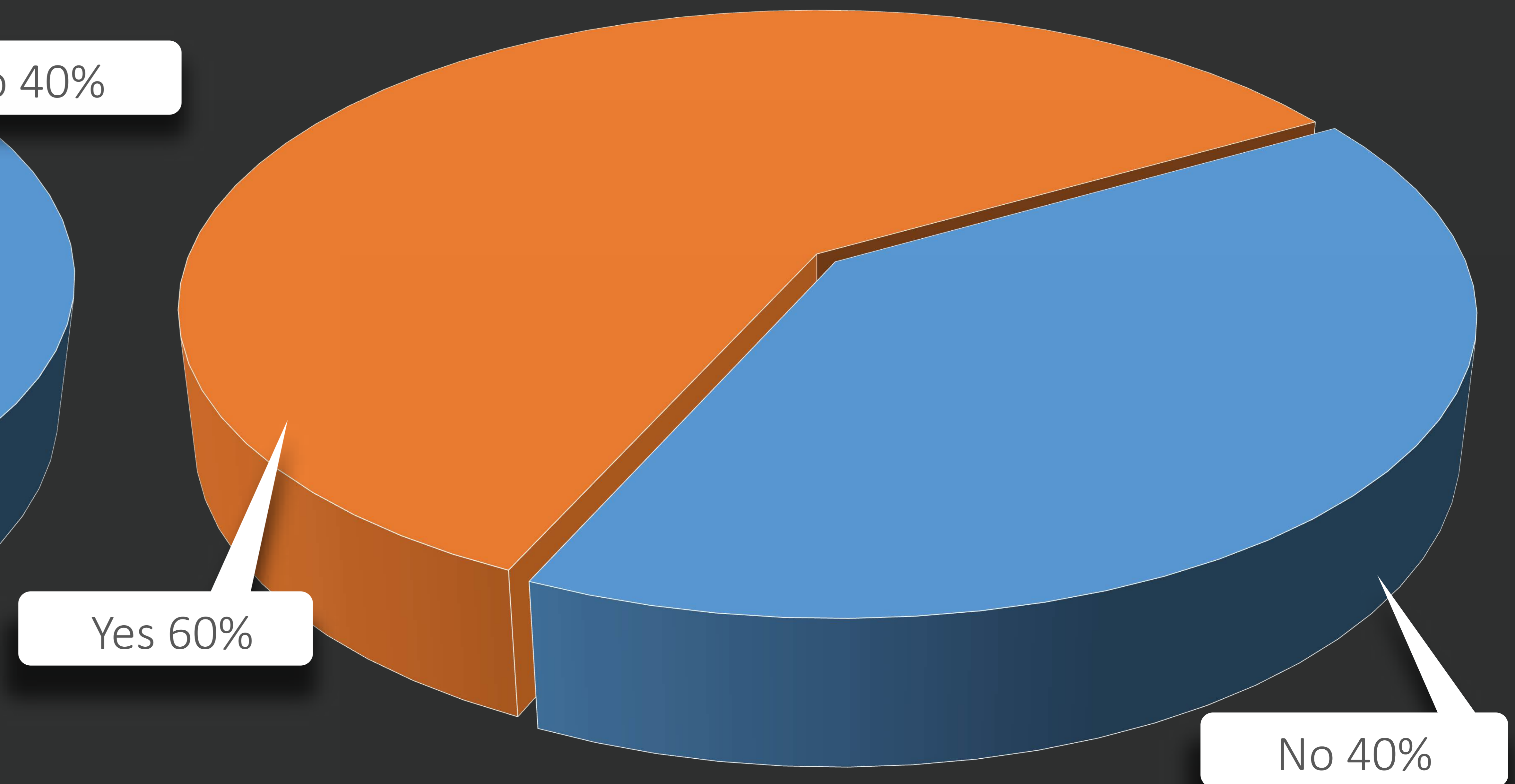


Survey 1 Results

DID YOU USE A STANDARD WORKFLOW?



DID YOU ALTER THE DEFAULTS?



Virtual Interviews

30 minutes Interviews conducted
via MS Teams.

8 out 9 completed.



INTERVIEW
IN PROGRESS



- The transition to SaaS was generally positive.
- Operators tend to desire more advanced options.
- Common need for more robust automation
- Strong desire for more advanced training.
- Integration with software and systems is a recurring.
- The ability to handle complex work is a key differentiator for experienced operators.
- The SaaS solution has improved collaboration and remote work capabilities.

Virtual Interviews Key Insights

Time at Resource Label Group

Novice (0-2 years)	2 respondents
Mid-Level (3-5 years)	3 respondents
Experienced 6 years +)	3 respondents

Years of Experience

Novice (0-2 years)	2 respondents
Mid-Level (3-7 years)	4 respondents
Experienced (8-15 years)	3 respondents

Experience with Automation Engine:

Novice (0-2 years)	3 respondents
Mid-Level (3-7 years)	2 respondents
Experienced (8 years +)	4 respondents

Virtual Interviews Demographic Information



Smoothness of Transition:

- Smooth: 4 respondents
- Initially challenging, then improved: 4 respondents
- N/A (started after transition): 1 respondent

Common Challenges:

- File access speeds
- Data security concerns
- Integration of existing custom scripts

Benefits of SaaS Solution:

- Improved collaboration
- Flexible remote work options
- Easier software updates
- Scalability of resources
- Accessibility from anywhere

Virtual Interviews Transition to SaaS



Common Challenges:

- File access speeds
- Data security concerns
- Integration of existing custom scripts

Benefits of SaaS Solution:

- Improved collaboration
- Flexible remote work options
- Easier software updates
- Scalability of resources
- Accessibility from anywhere

Virtual Interviews

Workflow Challenges and Solutions



Workflow Enhancements:

- More flexibility in customizing workflow steps
- Advanced preflight options
- Robust error handling and notifications
- User-friendly interfaces for complex tasks
- Advanced color management options

Automation Requests:

- Preflight reporting
- Client approval processes
- Color management and profiling
- File naming and organization
- Job estimation
- Imposition based on press specifications
- File archiving and retrieval

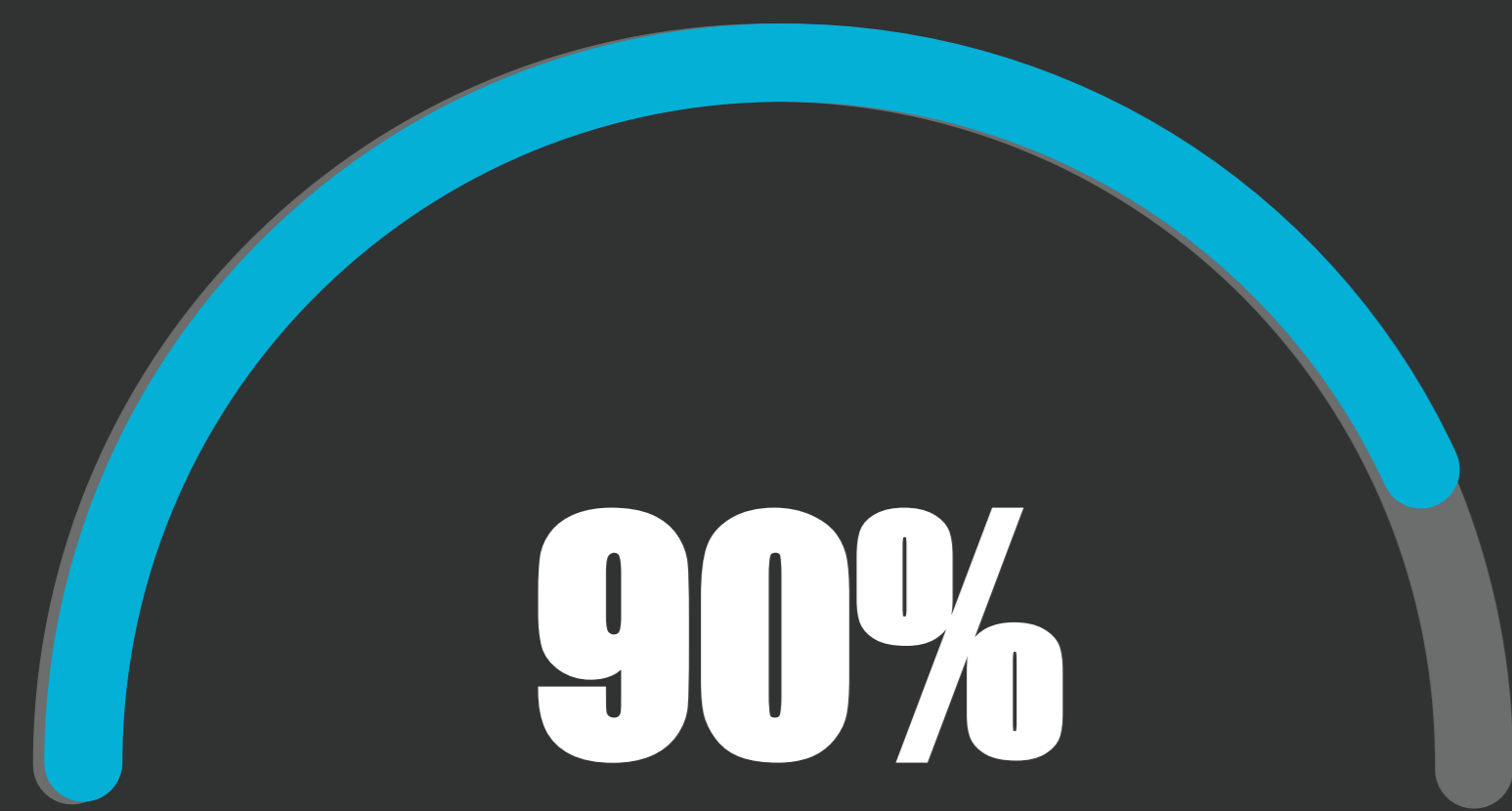
Virtual Interviews Desired Improvements



Desired Training Opportunities:

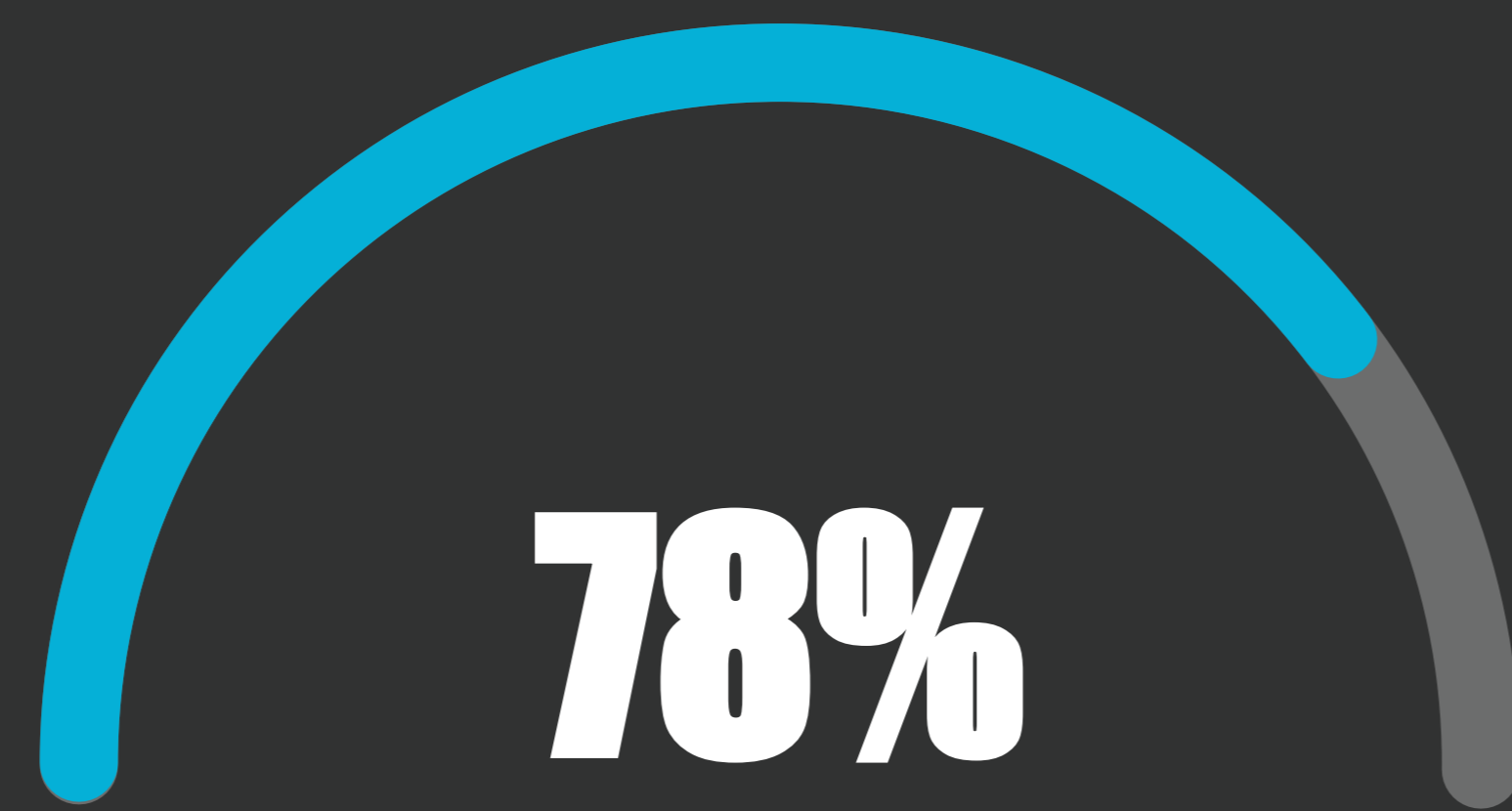
- Advanced scripting and automation
- Workflow optimization
- Integration with third-party tools
- Specialized workshops
- Ongoing support for new features
- Beginner-to-intermediate level courses

Virtual Interviews Training and Support



Response Rate

Received 9 of 10 surveys back from the participants



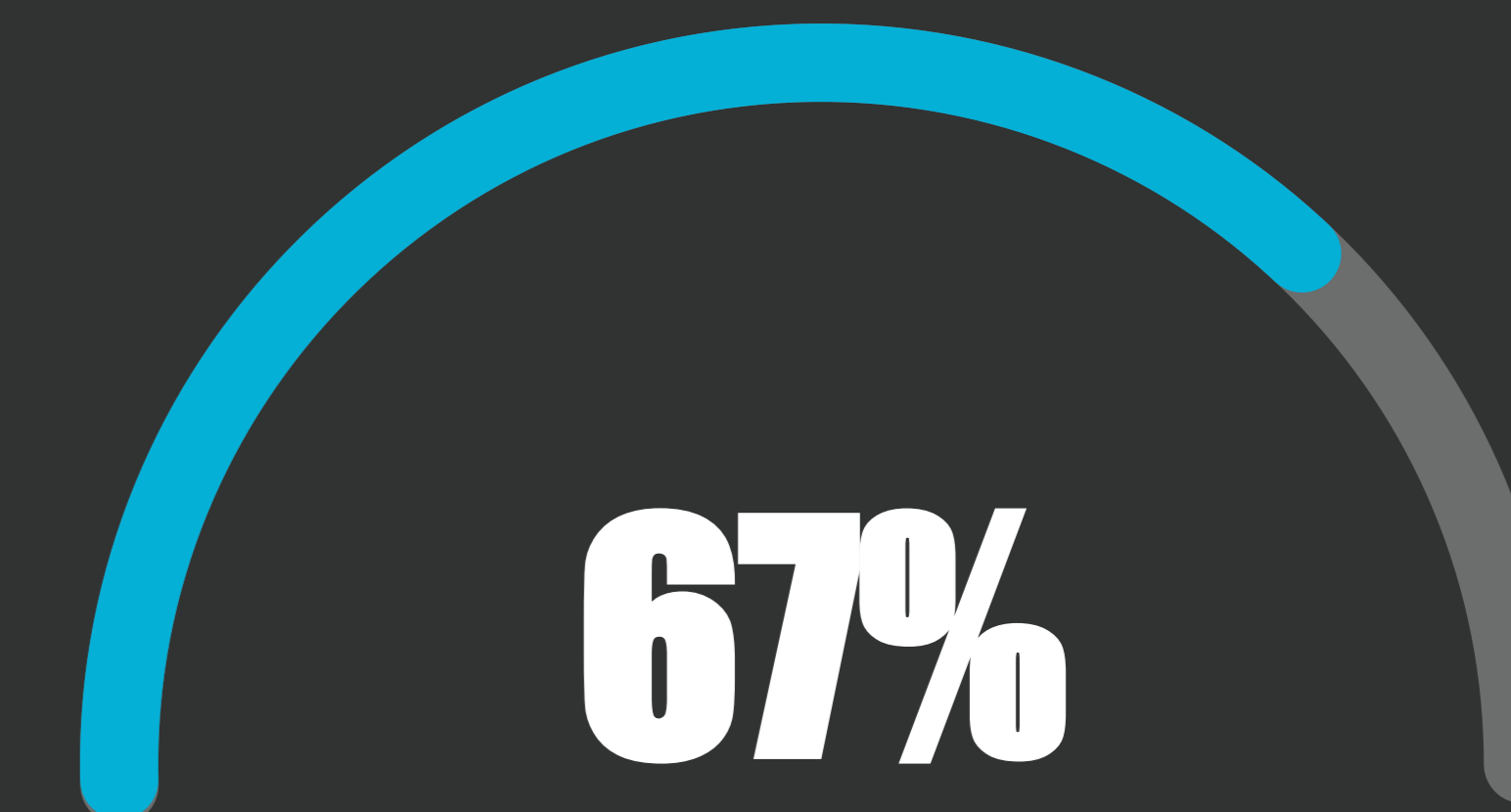
Need More Options

In the major base workflow. Mostly around the trap options offered.



Do Not Feel Confident

Using the standard workflows compared to the preexisting workflows from the on-premise solution.

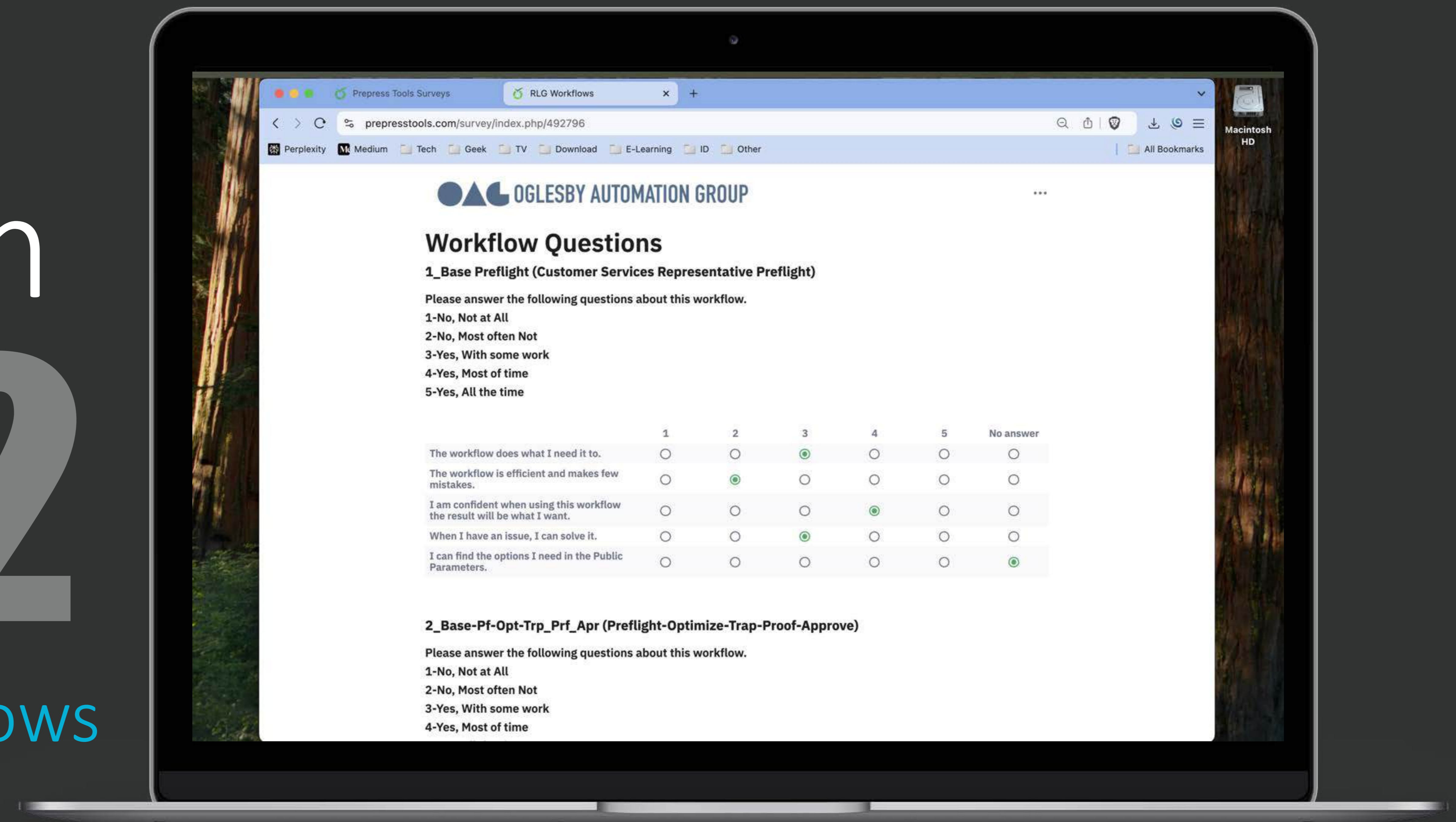


Can Fix Errors

When the workflow does not produce what is expected.

Results from
Survey 2

<https://prepresstools.com/survey/workflows>





Workflow Questions

1_Base Preflight (Customer Services Representative Preflight)

Please answer the following questions about this workflow.

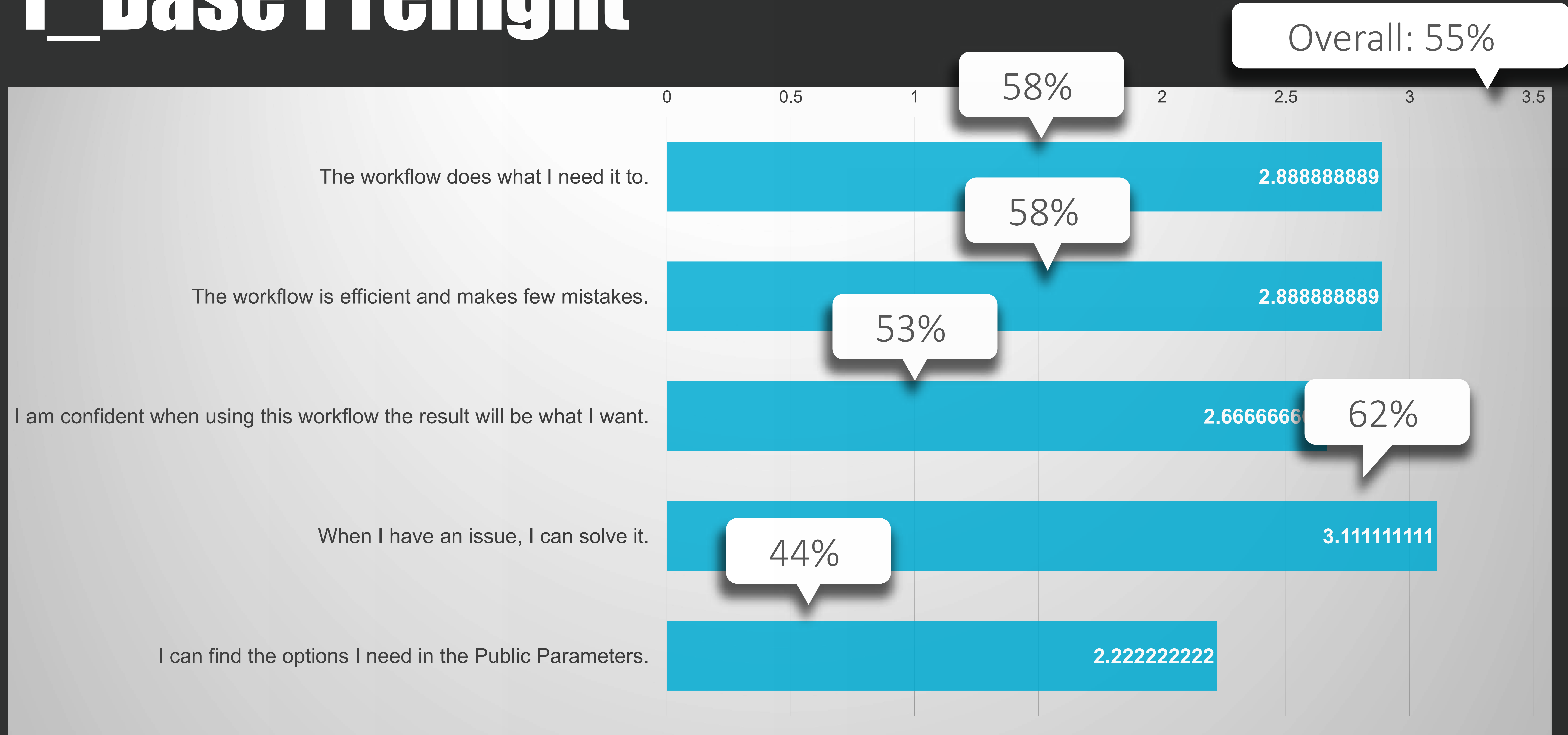
- 1-No, Not at All
- 2-No, Most often Not
- 3-Yes, With some work
- 4-Yes, Most of time
- 5-Yes, All the time

	1	2	3	4	5	No answer
The workflow does what I need it to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The workflow is efficient and makes few mistakes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I am confident when using this workflow the result will be what I want.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
When I have an issue, I can solve it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I can find the options I need in the Public Parameters.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

2_Base-Pf-Opt-Trp_Prfl_Apr (Preflight-Optimize-Trap-Proof-Approve)

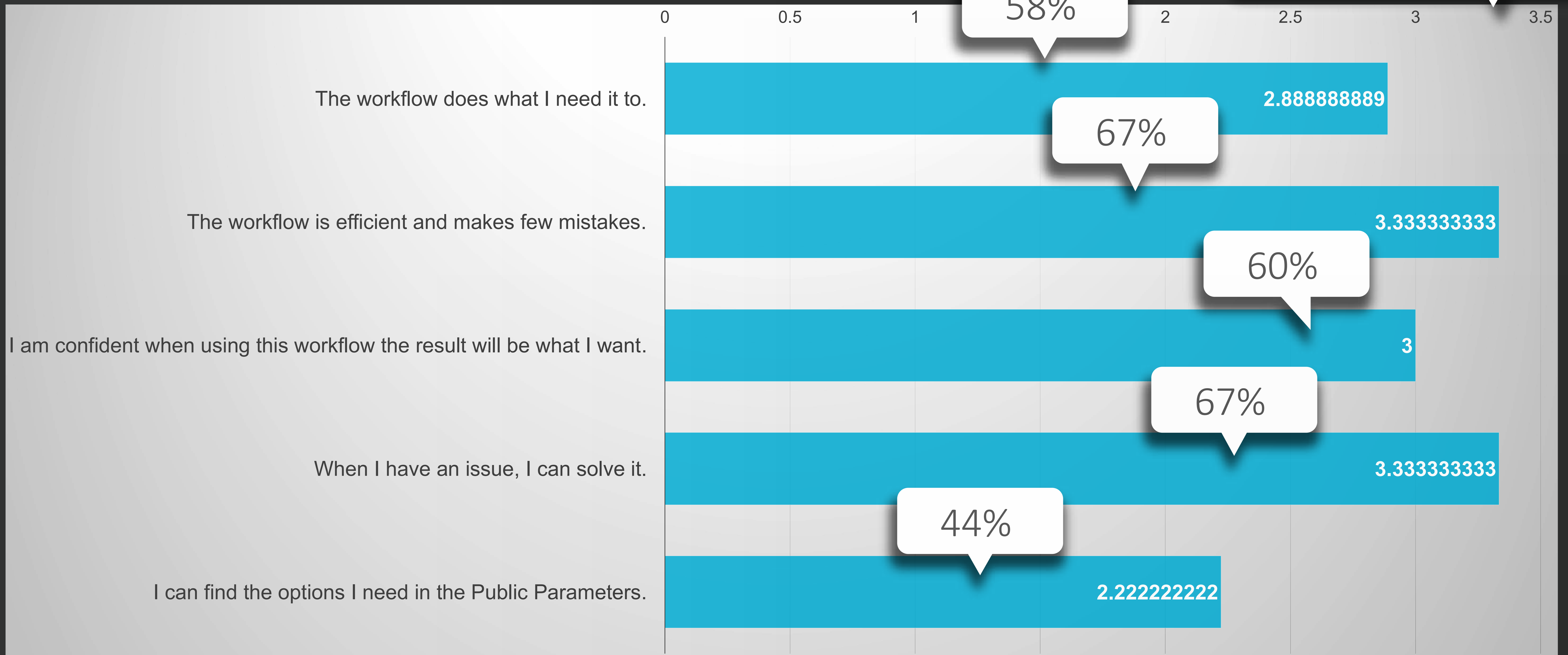
Please answer the following questions about this workflow.

1_Base Preflight



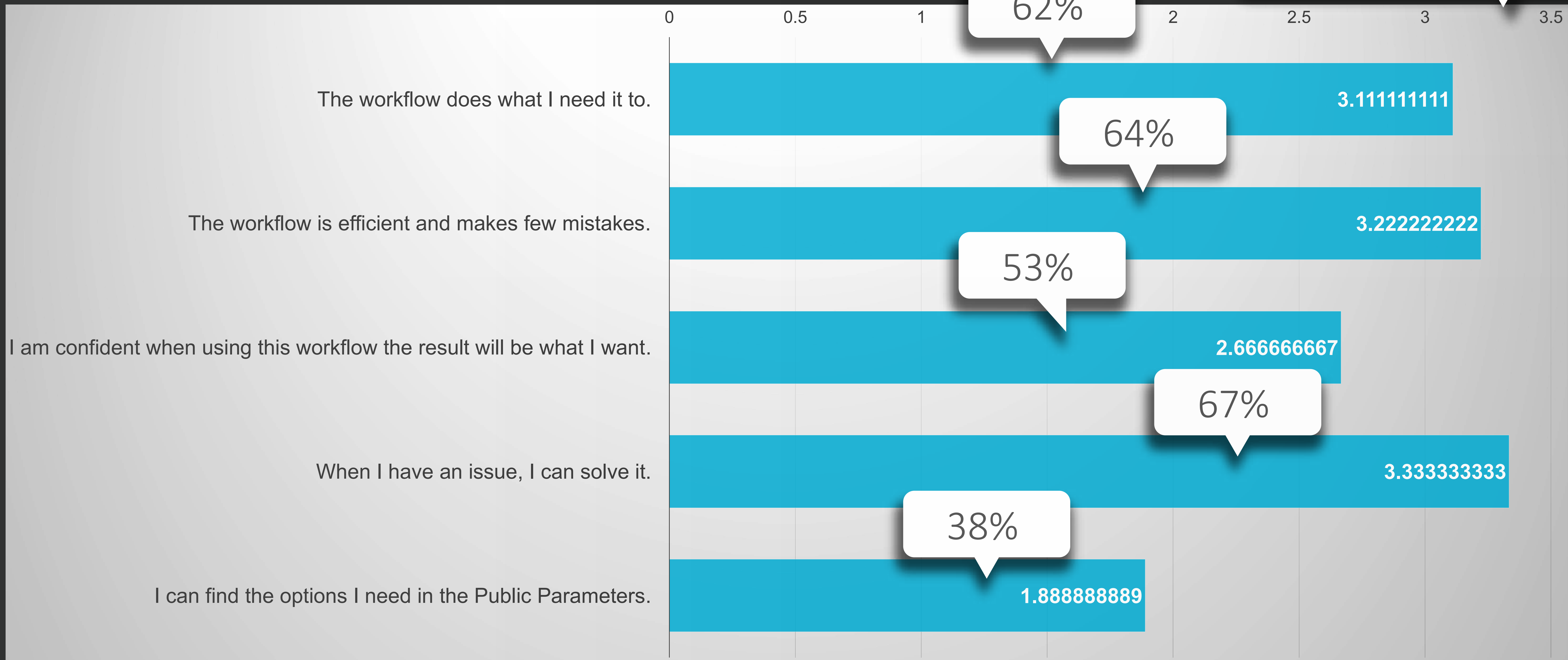
2_Base-Pf-Opt-Trp_Prfr_Apr

Overall: 59%



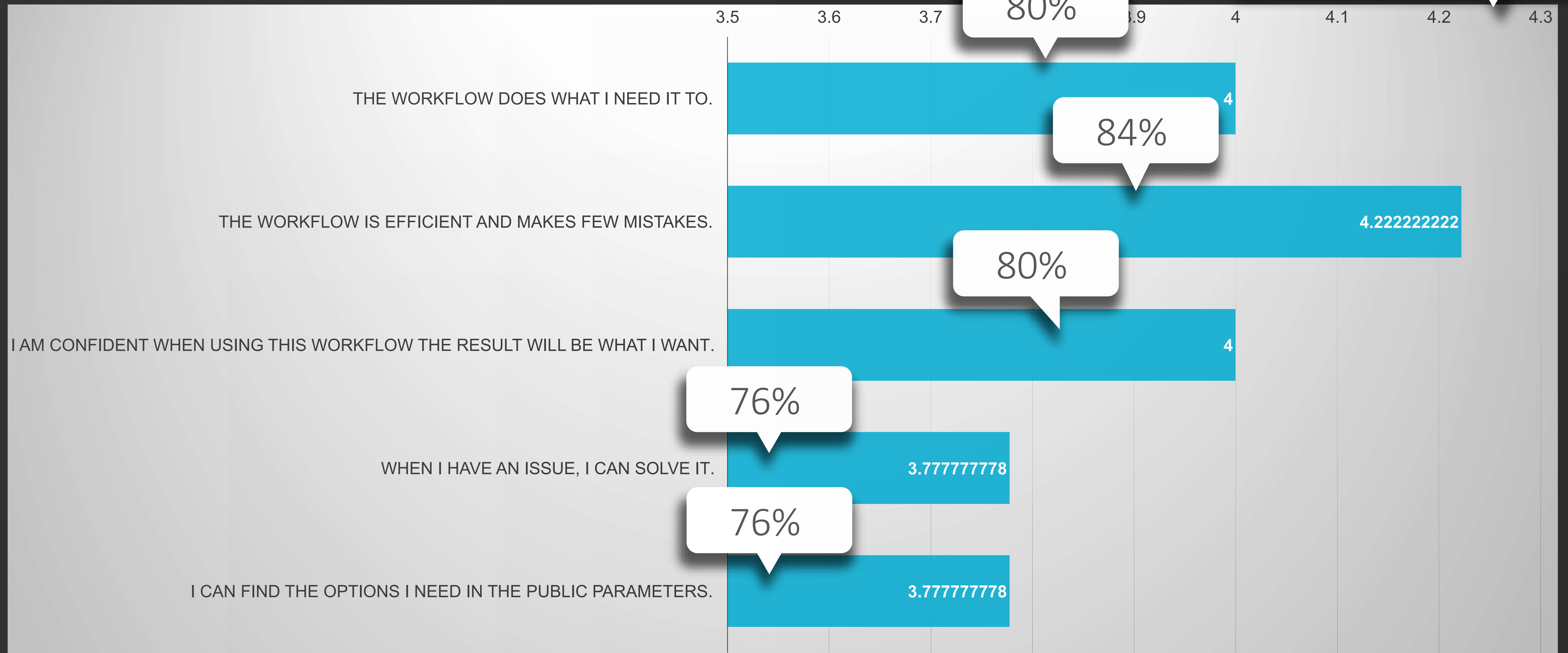
3_Advanced-Pf-Opt-Trp_Prfr_Apr

Overall: 57%

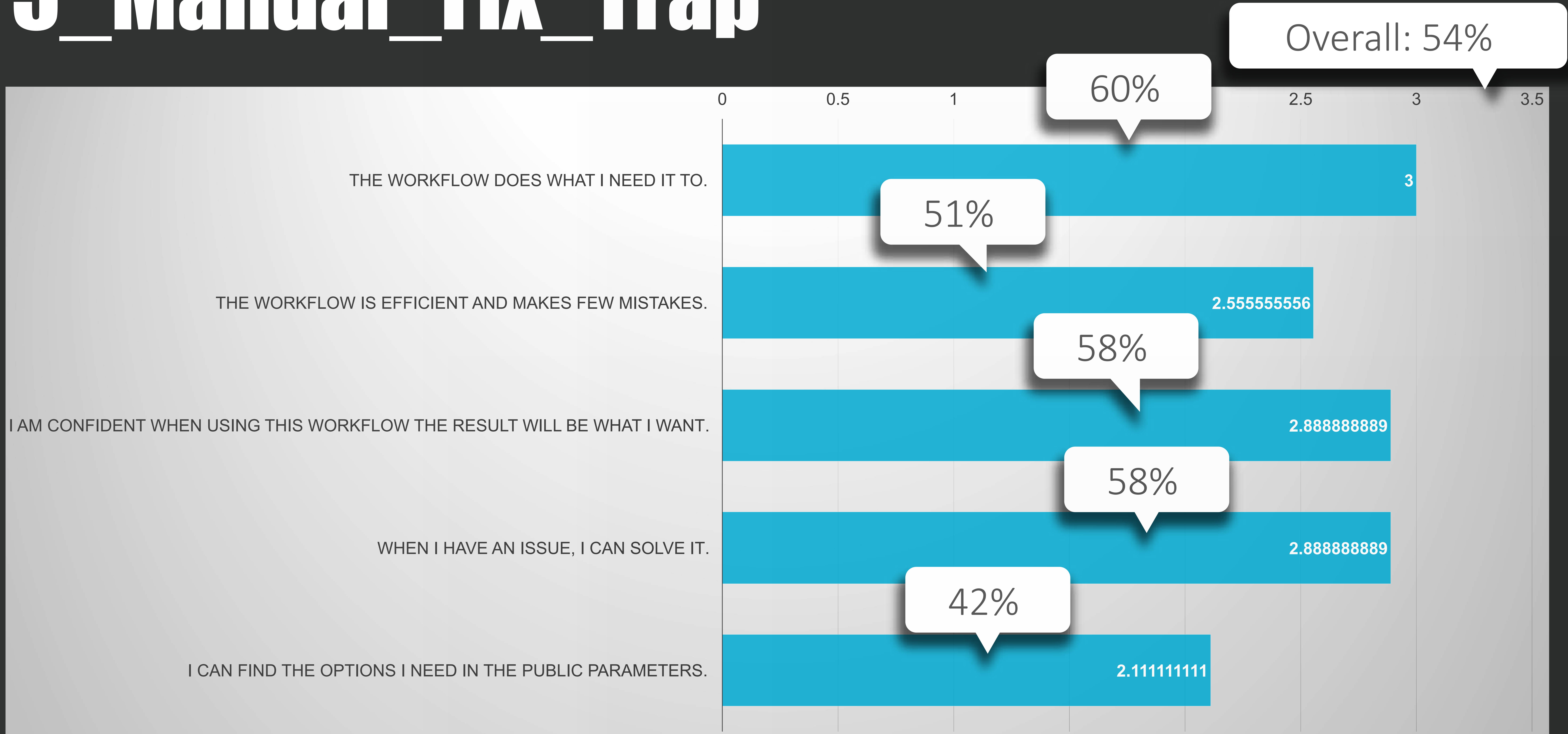


4_Retrieve-Pf-Apr

Overall: 79%

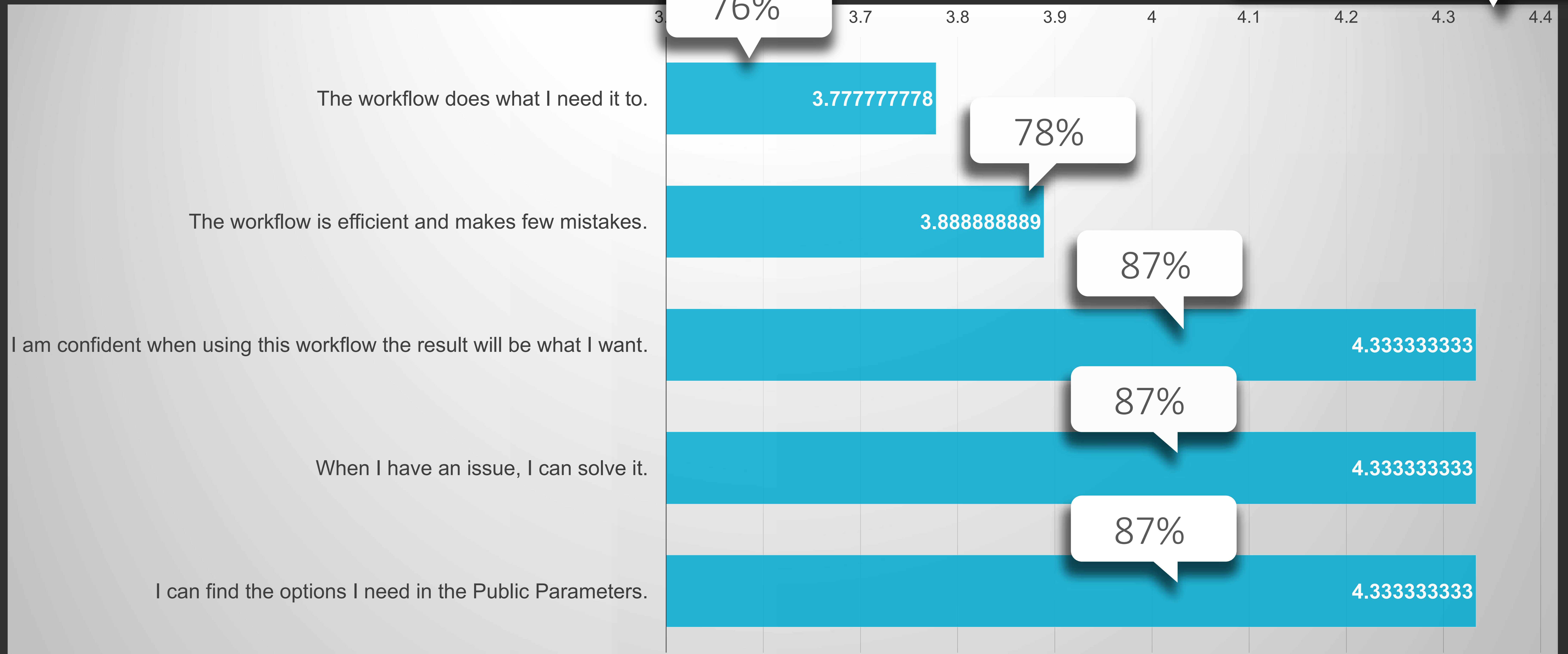


5_Manual_Fix_Trap

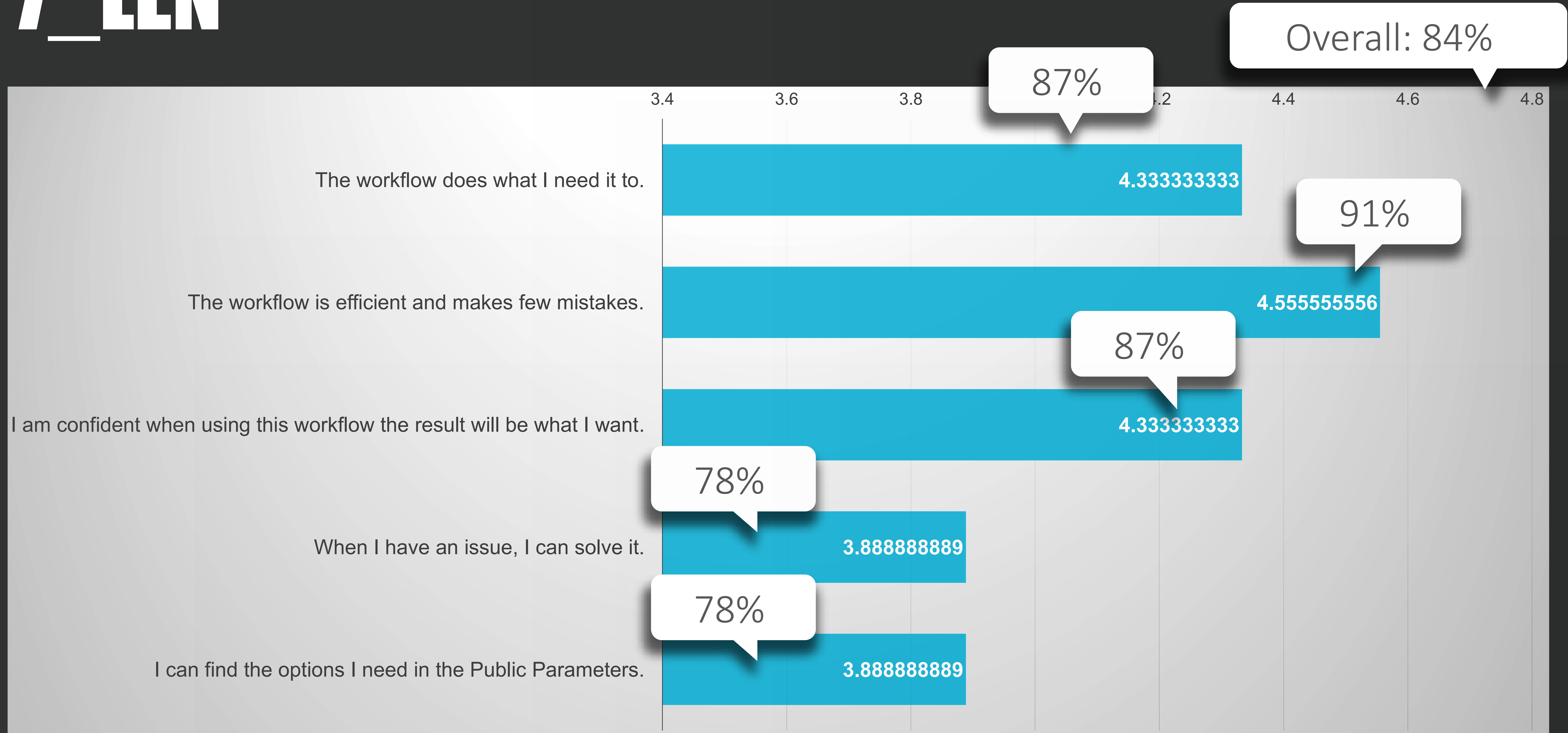


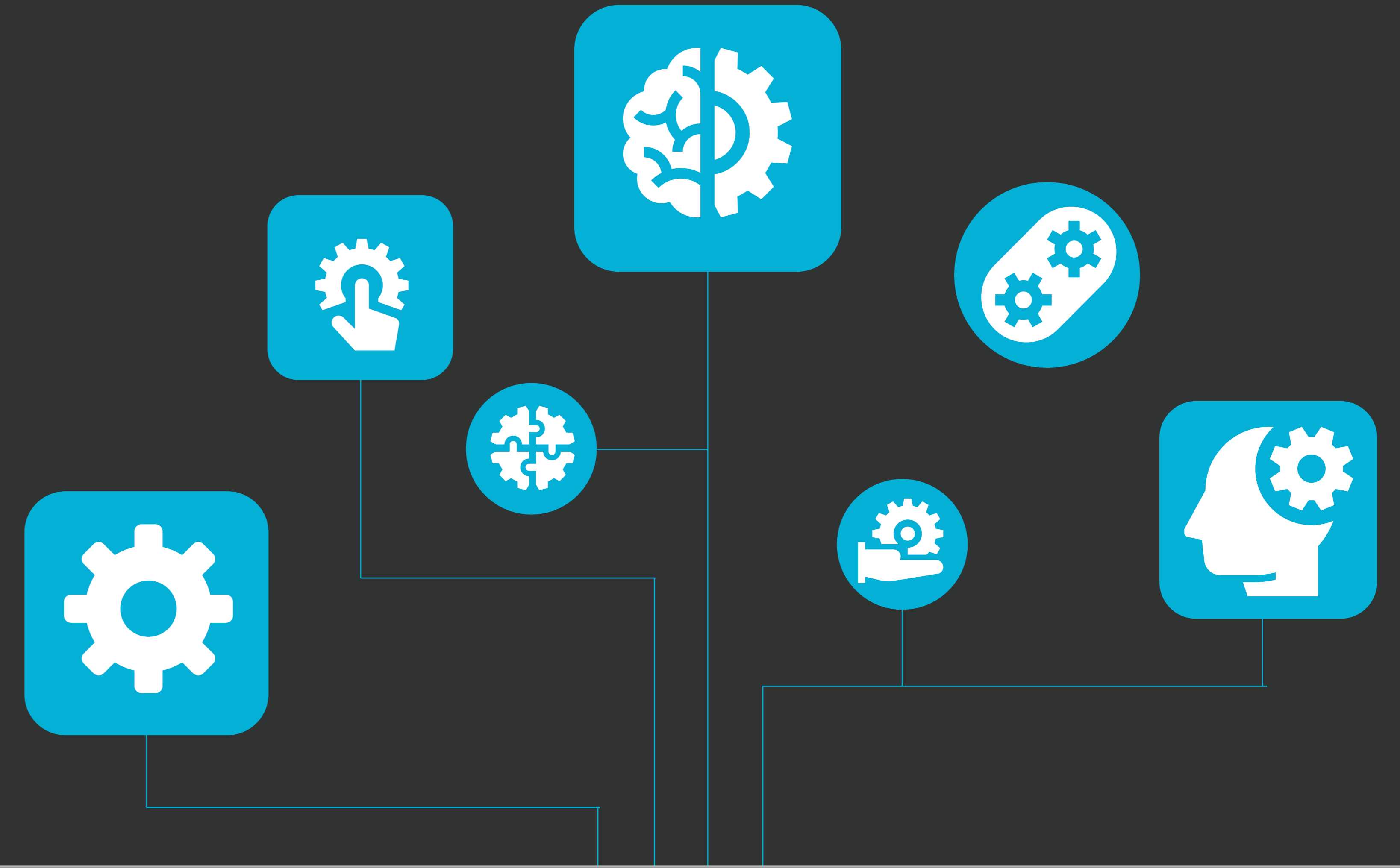
6_Proof

Overall: 83%



7_LEN





Workflow Metrics

- Workflows were monitored for 4 weeks
- Users ran on average 864 workflows per week
- Approximately 186 jobs were run per week on average at each site
- 2_Base-Pf-Opt-Trp_Prfl_Apr was the most used workflow by operators

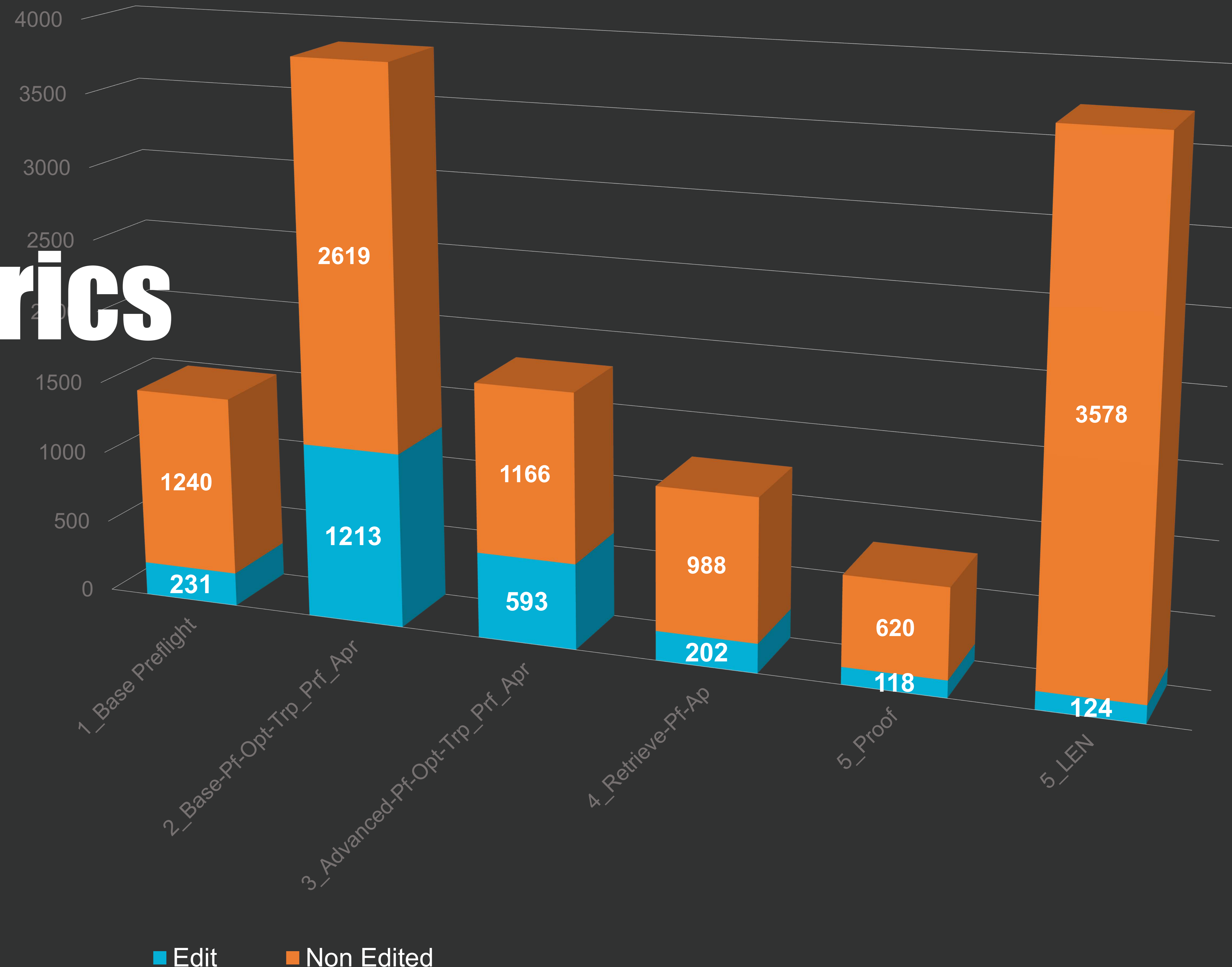




Workflow Metrics

All Sites

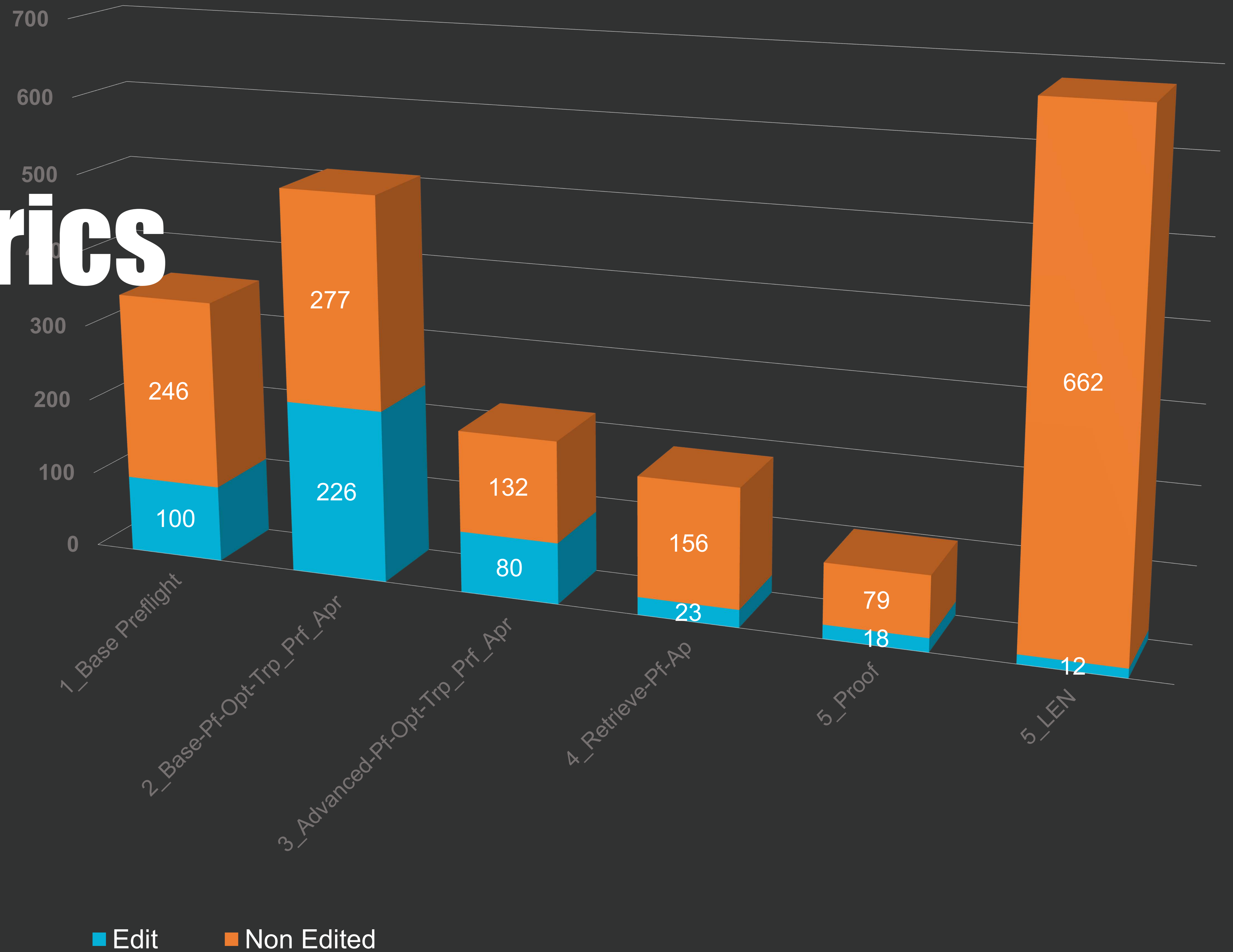
1. Most edits are made to the Prepare workflows (2_Base-Pf-Opt-Trp_Prfr_Apr) and edits are largely based on trapping issues.
2. The LEN file workflows needed the least number of alterations among all three sites.
3. All three sites have similar usage patterns compared to each other.





Workflow Metrics

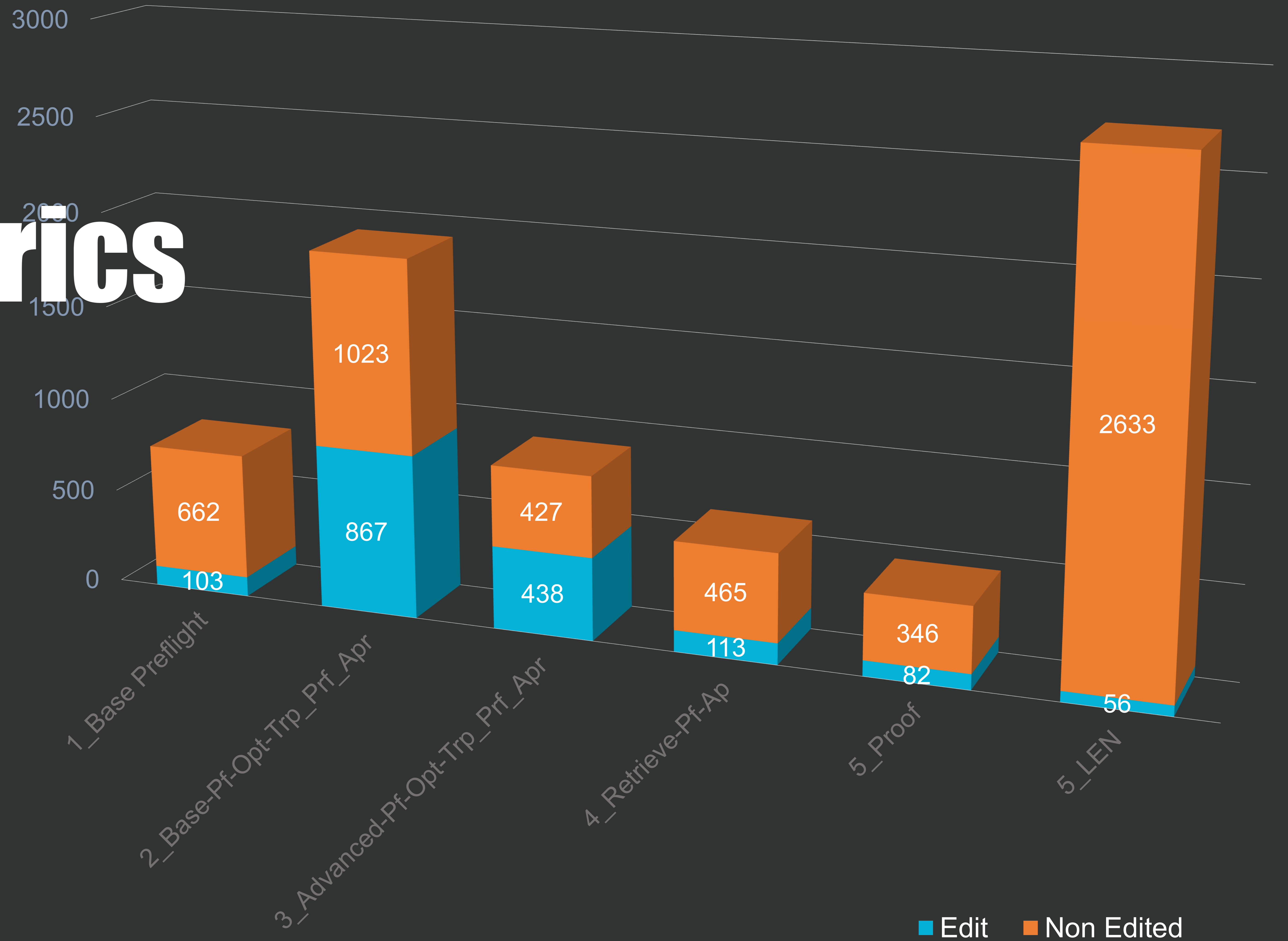
Site 1 - Franklin, TN





Workflow Metrics

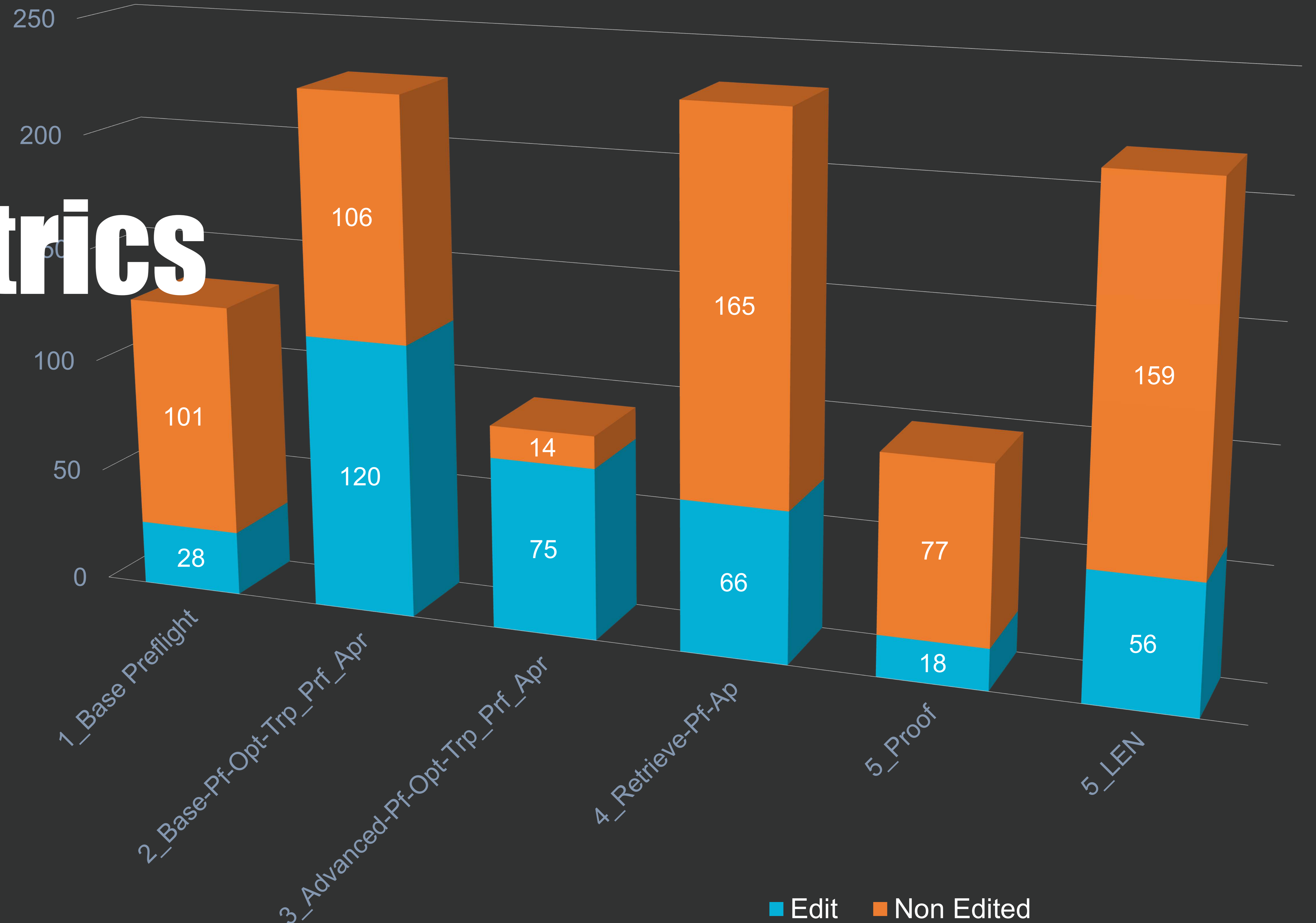
Site 2 - Scarborough, ON





Workflow Metrics

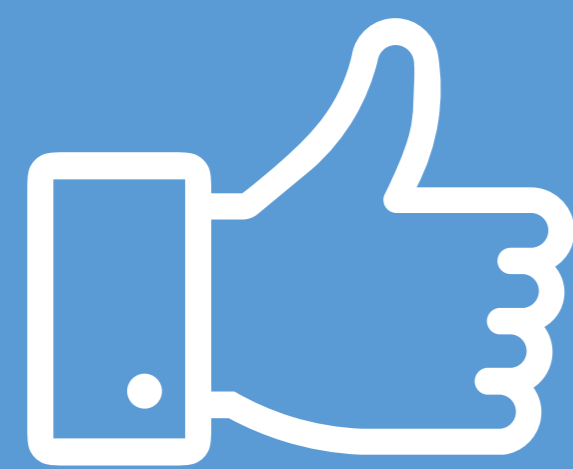
Site 3 - Los Angeles, CA



SWOT Analysis

Strengths

- Advanced Technology Infrastructure
- Multi-Site Operations
- Commitment to Improvement



Weaknesses

- Inconsistent Workflow Adherence
- Inefficient Resource Utilization
- Quality Control Issues
- Employee Training and Engagement



Opportunities

- Process Optimization
- Cross-Site Collaboration
- Employee Development
- Customer Satisfaction Improvement
- ROI and Cost Savings



Threats

- Customer Dissatisfaction
- Competitive Pressure
- Resistance to Change
- Technology Adoption Challenges
- Operational Disruption



Final Recommendations

Based on final findings and observations

01

Company-Wide Gap Analysis

A complete gap analysis of all 33 sites should be completed to verify the results of the three test sites are in line with the rest of the company.

02

Customized Training Program

Not only will additional training that is focused on the standard workflows help the adoption of the standard workflows, it will also encourage improvements as well.

03

Workflow Optimization

Based on the initial findings in the surveys and interview, the standard workflows should be re-evaluated and modified to better address the operators needs.

04

Performance Monitoring System

With the ability to now see the metrics of what workflows are being used, management can better determine if procedures are being followed.

05

Standard Operating Procedures

After the standard workflows are modified, new SOP documents should be written to formalize the process.

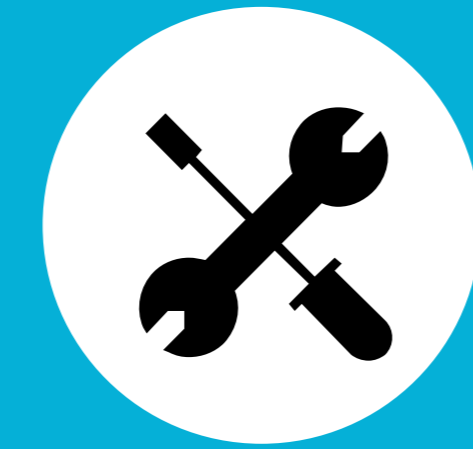
Estimated Cost



Company-wide Gap Analysis

Service	Hours	Rate	Total
Analysis	80	\$100	\$8000

Includes 10 separate initial meetings, 10 group interviews, 4 surveys, Automation Engine Metrics analysis, final report, and a report out presentation.



Workflow Development

Service	Hours	Rate	Total
Development	60	\$200	\$12000

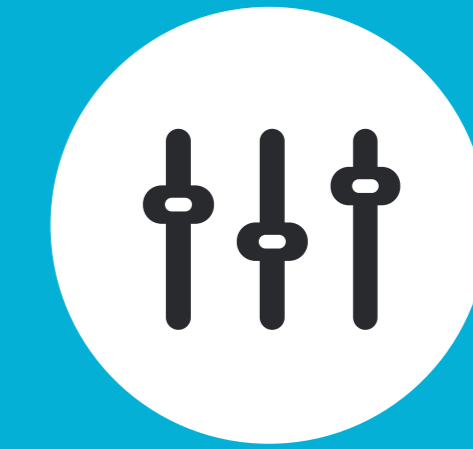
Includes 10 hours design workshop to be held remotely. Remote access to the system is required-preferably a workstation with all editors and operator tools.



Onsite and Remote Training

Service	Hours	Rate	Total
Onsite Training	40	\$200	\$8000
OR			
Remote Training	40	\$150	\$6000

Onsite Training includes all travel costs
Remote Training is conducted via MS Teams in 3.5 -hour sessions Mon-Friday during normal business hours.



Monitoring and Documentation

Service	Hours	Rate	Total
Monitoring Setup	10	\$150	\$1500
Documentation	40	\$150	\$6000

Monitoring Set and Documentation are remote activities and require the same access as remote training and workflow editing.

Thank You

