

## Black and Decker USA gets tooled up with PDMS

IT firm demonstrates its global reach, completing US project for power tool giant, Black & Decker.

Confirming the company's intention to leverage its unique IT philosophy on a world stage, leading specialist IT solutions provider PDMS Ltd based on Isle of Man has completed a project worth hundreds of thousands of dollars at the US headquarters of perhaps the best known manufacturer of power tools in the world, Black & Decker.

The project - the development of a bill of materials package to maintain and control how individual products in the Black & Decker range are constructed - came about as the result of PDMS's long-standing association with Black & Decker's European arm and is one of the Castletown company's most ambitious projects yet.

Using the very latest software authoring technologies the project was 'rolled out' at Black & Decker headquarters in Towson, Maryland over a period of several months last year, going 'live' in November. According to Tim Nicholson, operations director at PDMS, things could not have gone more smoothly - despite all the long hours and hard work. "Comprising as it did, such modern systems architecture and development, this was a pretty big and hugely demanding project for all concerned", he comments, "and working with such a universally recognised brand and household name like Black & Decker was particularly exciting. I'm delighted it has turned out so well and I look forward to working with them again in the future when the opportunity arises - as I am certain it will."

He defines the solution that PDMS has supplied quite simply, "The system that has been implemented addresses each and every one of our top level requirements."

Before eventually calling upon PDMS to develop the system, Black & Decker had, over a period of time, spoken to several other companies with a view to weighing up similar, competitive software solutions. Ultimately however it was decided that PDMS was the best option.

Says Stancavitch: "(In the end) PDMS was selected based on the recommendation of our UK service group who had successful past dealings with them. We were concerned initially with the relative geographic location of PDMS and ourselves, but when needed, they have been here to accomplish a successful implementation and have spent time gathering requirements, assisting with hardware and software installations, and 'tweaking' the software wherever required. Without exception, everyone we have worked with at PDMS has been outstanding."

"The overall relationship with them has also been excellent. Everyone we have dealt with has been a qualified professional who has taken time to understand our requirements, answer our questions, and help us resolve the inevitable challenges of a new system installation."

And there were challenges.

"Ordinarily, one might expect difficulties with moving large amounts of data from an old to a new system, incorporating last-minute amendments and additions, and software tweaking; but PDMS continue to support us through this process and they do so with a sense of urgency and understanding that is truly appreciated. The thing I like most and what I consider to be a key benefit of implementing such a system is that it ties all of our data and documents together into a single, manageable system."

Nicholson echoes these views: "The project was one which - due in the most part to time and locational pressures - we had to get right the first time round. It's great to know that after all the hard work that went in, not only is the system up and running successfully but most importantly, the customer is really happy with it."

In common with Nicholson, Stancavitch can see the relationship developing well into the long term and comments: "We have been hugely impressed with PDMS as a technology partner - their knowledge provided solutions that were of much assistance to us in getting hardware and software properly installed and configured. They have also provided assistance in other areas of the overall systems project that we are implementing. With business requirements and technology changing constantly, the work we have done with PDMS thus far is likely to be just the beginning of an ongoing association."

The initial project has already been extended still further to encompass a fully featured CD-Rom-based catalogue product which is expected to be available by the turn of the year.

Headquartered in the Isle of Man and with offices in London PDMS Ltd is a recognised leader and innovator in information management, bespoke software, and offshore e-business software and services. Formally established in 1993, the company is now a multi-million pound systems design and implementation organisation, which counts names such as the National Health Service, the Isle of Man Government, Deloitte Touche and the global Black & Decker organisation among its rapidly expanding client base.

With a specific and defined roadmap for its continued consolidation and growth, the Group is now looking to expand its impressive and highly rated range of products and services on a pan-European scale. And with plans in the pipeline to leverage its presence in the service provision market still further through horizontal and vertical integration, the company is confirming its place in the UK's very top echelon of business solution providers.

Visit the Parts & Products site designed by PDMS at <http://roxy.pdms.com/bdsis> or through Black & Decker's site <http://www.2helpu.com>

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