



Photos taken from MKS website

“OpenLM has been the one application that does not let me down. I can generate usage reports quickly and get answers to management within minutes.”

Peggy M Garrett, Global CAD Manager, Engineering Tools, MKS Instruments Inc.



MKS Instruments Inc.

“They say a picture is worth a thousand words, well OpenLM heatmap usage reports have been worth thousands of dollars.”

MKS Instruments, Inc. is a global provider of instruments, subsystems, and process control solutions that measure, control, power, monitor, and analyze critical parameters of advanced manufacturing processes to improve process performance and productivity.

With more than 4,700 employees globally, and revenue of more than over \$1.4 billion, the company has a proud history of industry-changing innovation. Their primary served markets include semiconductor capital equipment, general industrial, life sciences, and research.





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Overview

We interviewed Peggy M Garrett, the global CAD manager, Engineering tools to find out about the company's experience and value she is getting from using our products.

Peggy told us that there are roughly 500 users of engineering software in her company. They are mainly process engineers, production engineers, CAD designers and various project managers. The applications she manages are used across roughly 20 global sites. The primary applications she monitors with OpenLM are:

- Ansys
- Matlab
- Solidworks
- Creo

MKS Instruments' main requirement was the need to prove that they were effectively using and managing all their licenses, something that the license managers provided by the vendors was not reporting on to the detail required.

“Justification for large expenditures or eliminating software became so much easier with the ability to throw a heat map into a presentation. All the red and all the green speaks volumes.”





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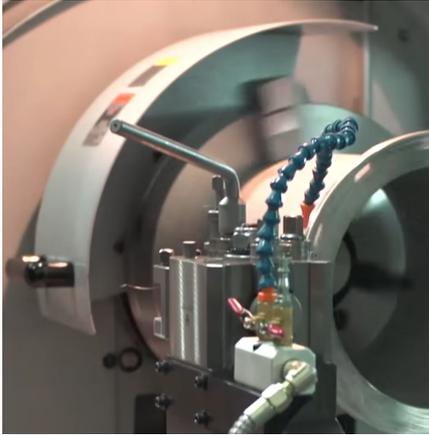
The OpenLM system was critical in proving that the current licenses were not being used effectively

Implementing and Using OpenLM

MKS Instruments had purchased OpenLM earlier, and Peggy decided to put it to the test. After evaluating its features, Peggy knew that the software would give her the answers she had been missing.

The implementation process was easy and was done on their own after a short 2 week testing period. The decision to go with OpenLM was made after seeing the breadth and depth of the software, coupled with seamless deployment. Ms Garrett stated that the software is intuitive and user friendly and she started to work with it through self learning and help from the documentation provided on the OpenLM website.





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Results

During the first year that Peggy used OpenLM, there were plans to increase the number of CAD seats by 28%. The OpenLM system was critical in proving that the current licenses were not being used effectively, which allowed Peggy to cut the expenditure on licenses for these new seats. A few months later, an acquisition required a revision of the licenses again. Using OpenLM's heat map tool, she was able to balance her license pool to user ratio while avoiding denials. The dashboard is easy to use and gives a holistic overview of the company's license usage

During the first year that Peggy used OpenLM, she was able to reduce the number of license denials and significantly reduced a planned and costly expansion of CAD licensing. The OpenLM system was critical in proving that the current licenses were not being used effectively and provided an easy to use dashboard that gives a holistic overview of the company's license usage.

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