

CLIENT SUCCESS: J & R MACHINE, INC.

Wisconsin Manufacturing Extension Partnership

Whether your business is on the brink or you're looking to improve margins or to improve employee performance, I highly recommend WMEP.

Tim Tumanic,
CEO and owner

Productivity Improvements "China-proof" Business

Founded in 1992, J&R started by manufacturing simple items such as bushings and pins. Two years later, the company moved to a new facility in Shawano, WI, and the machining business began to grow. The company has a youthful workforce of about 30 employees, most of them at or under the age of 27.

Situation:

Downturn in the economy negatively impacted J&R, and after several years of growth, revenue began to decline. A thorough examination of the company revealed that it was producing commodity items that competing manufacturers in China and elsewhere could produce at a much cheaper cost. J&R needed to go in a different direction in order to survive. Days away from closing its doors, company leaders turned to the Wisconsin Manufacturing Extension Partnership (WMEP), a NIST MEP affiliate, for help in making the necessary changes.

Solution:

WMEP led J&R through a series of productivity changes on the shop floor. Company leaders were eager to "China-proof" the business by implementing more consistent manufacturing process. By observing and reconsidering existing processes. WMEP helped J&R find ways to streamline operations, improve efficiency and boost capacity in the shop. WMEP made equipment utilization a priority, and encouraged J&R to implement lean manufacturing principles to consolidate equipment and, clear room for new technology.

J&R made the decision to transform into a service company that "just happens to be a machine shop." Gone are the days of merely producing commodity products. Instead, J&R has shifted to producing more complex parts. It also offers more value-added services and assembly operations in order to be less vulnerable to competitors in China and other countries that tend to offer low-cost manufacturing services. J&R has returned to a growth mode. Its annual revenue has climbed and improvements to the manufacturing processes have helped reduce direct labor costs.

Results:

- Grew from a business "on the edge" to \$10M with 30 employees
- Reduced direct labor costs from 18% to 10%

Grew from a business "on the edge" to \$10M with 30 employees

CLIENT SUCCESS: BUCHER GLASS

Alaska Manufacturing Extension Partnership

Bucher Glass will be manufacturing unitized curtain walls in Alaska instead of outsourcing the effort to China. AMEP's Solution Program helped to reduce the risk of our manufacturing expansion, improved our CNC equipment ROI, and removed the waste of outsourcing AutoCad efforts.

Scott Bucher,
President, Bucher Glass

Reshoring Success in Fairbanks, AK

Bucher Glass is a family-owned window manufacturing and installation business operating out of Fairbanks, Alaska since 1966. The company and its 30 employees serve the residential, commercial, and institutional markets across Alaska with aluminum curtain wall panels, vinyl windows, and custom architecture.

Situation:

Company President Scott Bucher saw the need to grow his business. He used a process which helped him determine that the office high rise and institutional market for unitized curtain walls was the target market. One key initial step was to hire specialized talent in unitized curtain wall AutoCad design, so the company could expand production capabilities, develop proposals, and promote Bucher's unique energy efficient thermal barrier designs. The immediate challenge was that the talent was not available locally, making such an important hire a risky step for a small family company.

Solution:

Scott Bucher approached Alaska MEP (AMEP), a NIST MEP affiliate, for assistance in the hiring process for an AutoCad technician. An AMEP contractor conducted a successful search that was under budget and recruited a top notch employee. That employee subsequently helped Bucher Glass secure over \$15 million in new contracts. With contracts in hand, Bucher Glass set out to establish the first unitized curtain wall manufacturing facility in Alaska and brought back AMEP in this next phase of the growth. AMEP facilitated contracts with equipment manufacturers, allowing for a rapid response to meet tight schedules for equipment manufacturing, shipping, construction, start-up, and production in the 2013 construction season. Bucher previously imported his curtain walls from China.

Results:

- Up to 20 new jobs will be created
- Over \$15 million in new sales contracts
- \$2.5 million in new investment in the first unitized curtain wall manufacturing facility in Alaska

Up to 20 new jobs will be created

CLIENT SUCCESS: FALA TECHNOLOGIES, INC.

New York Manufacturing Extension Partnership

We see tremendous potential for our region. If we can learn to collaborate, we will see cooperation blossom and overtake [global] competition. The goal is to create jobs.

Vincent Cozzolino,
CEO

Rail Supply Chain Opportunity Brings Business to NY Manufacturers

Fala Technologies, Inc. in Kingston, New York designs and builds advanced tools and innovative systems to solve critical manufacturing problems and to enable cost effective production of products and consumables. Industries served include semiconductor, nanotechnology, and biotechnology. Around 45 people are employed at the facility.

Situation:

Access to emergency water for passengers was a major concern for the Metropolitan Transportation Authority (MTA) officials. The lack of emergency drinking water for riders was an issue the MTA committed to overcome. The MTA put out a Request for Quote to develop a special container to carry potable water containers on all trains. Vincent Cozzolino, CEO of FALA Technologies, reached out to Tom Phillips, Executive Director of HVTDC (a NIST MEP affiliate in the Hudson Valley area), for advice on how to best approach this railroad opportunity.

Next Generation Rail is a federal initiative geared to bring small and mid-sized manufacturers together to bid on contracts and work in tandem. "Officials reached out to the Manufacturing Extension Partnerships across the country and gave us the mission of connecting the manufacturing and technology 'dots.' It also charged us with encouraging inter-company cooperation to get these businesses into the federal supply chain. The goal is to bring jobs back to our shores," said Phillips.

Solution:

FALA set out to develop a unique container that would meet MTA's strict specifications and aggressive time line. They won the MTA awarded contract of approximately \$500,000 and partnered with local manufacturers to execute the project. "Yes- we could have gone to China, but we chose to go to New Paltz. We found companies in Utica and Mohawk, NY to fabricate unique components and Arnoff Moving and Storage delivered over 1000 potable water containers to the MTA." Just as exciting as winning the contract, Cozzolino was thrilled to see manufacturers working together as a team.

Results:

- Identified rail supply chain opportunities
- Brought together manufacturers, technology companies, and university leaders
- Created an umbrella organization to consolidate efforts and reduce overlap

Identified rail supply chain opportunities

SPi Global Opens New Call Center in Madison

How they chose Madison:

SPi Global was asked by one of their larger US clients, Dish Network, to bring back some call center jobs from the Philippines to the US. This was SPi's first US call center. SPi had a number of holdings in the US that were acquired through acquisitions, including Laserwords in Madison. When looking at the choices of where to locate they chose Madison because of their research on our workforce.



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SPi Global opens new call center in Madison

Leading Philippines-based BPO company in search for more than 100 employees.

Madison, WI, April 18, 2013. SPi Global, one of the world's leading business process outsourcing (BPO) and call center outsourcing companies, is hiring 100 people for its newly opened call center in Madison, WI.

"We believe Madison provides us the perfect environment for our expansion in the US," said SPi Global President and CEO Maulik Parekh. "Its highly educated workforce and attractive business environment will help us provide the world-class call center services that we are known for."

SPi Global is now filling up open positions for in-bound sales personnel, HR professionals, and other business support staff to get the new call center up and running. The new call center, which will hire an initial 100 employees, will cater to a leading provider of satellite TV services. The company is expected to launch its Madison operations in June 2013.

"This is the first call center we're opening up in the US, and we are very excited about this new site that we have. Our clients can look forward to outstanding call center services for their customers, while employees can expect a rewarding career with us," said Parekh.

"We are overwhelmed with the support extended to us by the state of Wisconsin. We want to thank the Economic Development Division of the City of Madison, the Urban League of Greater Madison, Dane County Job Center, and the South Central Wisconsin Workforce Development Board for helping us with our recruitment program," added Parekh.

Madison Mayor Paul R. Soglin is pleased that SPi Global chose Madison as the site for its call center.

"We continue to actively work to attract companies like SPi Global to invest in our city. This is certainly a welcome development as we boost employment for the people of Madison," said Mayor Soglin.

SPi Global is the Philippines' most globally-recognized BPO company. It is a full-service Business Process Outsourcing (BPO) provider with 30 offices and facilities around the world, including the United States, Europe, Philippines, India, Vietnam, and Australia. The company has over 18,000 employees delivering a wide range of solutions in Customer Relationship Management (CRM), Content, and Healthcare.

SPi Global has been included in the 2012 Global Services 100 list, securing its place among the world's top 100 BPO companies. The company has been in this prestigious list for seven consecutive years. The company has also earned a spot among the world's top 100 BPO companies in the 2012 Global Outsourcing 100® list by the International Association of Outsourcing Professionals (IAOP®), the global standard-setting organization and advocate for the outsourcing profession.

SPi Global will participate in the following job fairs:

April 24, Wednesday

10:00am – 2:00pm

Dane County Job Center

1819 Aberg Avenue, Madison, WI 53704

April 26, Friday

10:00am – 2:00pm

Urban League

2222 S. Park Street, Madison, WI 53713

The company also accepts applications online via Careers.WI@spi-global.com. For details, call 608 316 3550.

About SPi Global

SPi Global, is a leading globally recognized, full-service BPO provider with 30 offices and facilities around the world, including the US, Netherlands, Philippines, India, Vietnam and Australia. It has over 18,000 employees delivering a wide range of solutions in Customer Relationship Management, Content, and Healthcare.

For more information, visit www.spi-global.com.

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