



## How the Q-DAS System Integration Team Shapes Customer Progress

*Q-DAS – provider of statistical software products for process evaluation and control – represents 8,000 satisfied customers and more than 150,000 users from various industries all over the world. Our employees - including the System Integration (SI) team - particularly contribute to the company's success story.*

Travelling around the world, implementing various projects and coming into contact with many different customers – this is what the interesting job of the Q-DAS SI team looks like. After an order is completed, the project engineer operates on site at the customer's location – in case of Q-DAS this location is in one of 55 countries worldwide. Sometimes they even receive support from our local subsidiaries and partners. But let's not get ahead of ourselves...

Q-DAS develops various software products whose main tasks are computer-aided visualisation, monitoring and evaluation of product and process data in industrial production. The single programs can be combined in various ways to meet customer requirements and fulfil the respective tasks, even with the help of a third-party system.

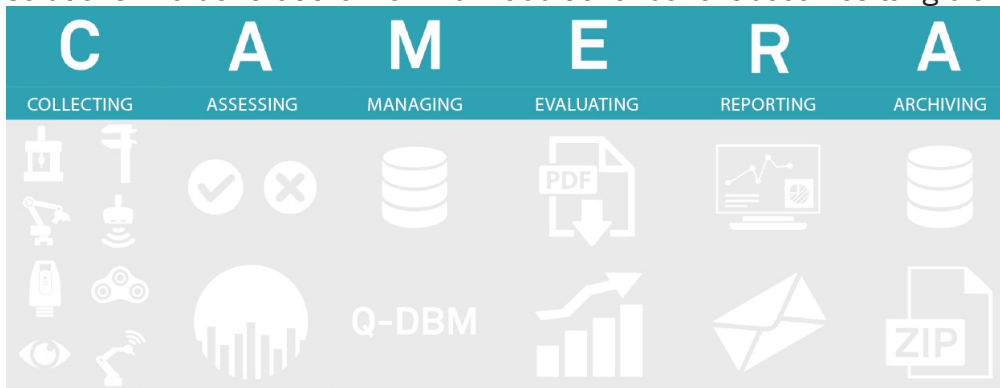
The SI team is responsible for the customer-specific implementation and configuration of Q-DAS products and thus facilitates the progress of our customers. Their main task is to manage and support customer projects. The team members listen to customers, analyse their tasks and find a solution meeting their requirements and needs. For a better overview, the project engineer visits customers in their plants in different European, Asian, North or South American countries.

After they are familiar with the situation of a customer and know the specific preferences and expectations, the project engineers work out a suitable individual solution reaching from single installations to the implementation of the entire "CAMERA Concept". Such a CAMERA Concept consists of six phases and the SI team implements the required tools on site. During the first phase, Q-DAS products record measured values. Phases 2 and 3 assess the recorded and visualised data and store them in a central database. In the fourth phase, the user is able to access the database to perform the desired statistical evaluations. The evaluation result may be illustrated in automatically generated reports in the fifth phase. Data archiving is the last phase closing the loop.



The final goal of the customer is to transfer their collected values into actionable information by using Q-DAS statistical software and the Q-DAS CAMERA Concept. This is the only way to use the full potential of their data, to raise the quality in production and thus to save time and costs. A continuously increasing treasure trove of experience helps our system engineers to achieve this aim. They offer comprehensive technical support during the implementation of the project and install the software on site. In addition, their know-how about the software and their technical understanding helps them to configure the Q-DAS products in a way that they fulfil customer requirements in a best possible way. Each installation is different since every situation poses a new challenge that they have

to meet individually. Parallels to the projects in other companies become obvious time and time again and provide solutions that have been uncharted territories for the companies so far. The SI team does not even avoid the application of third-party systems but combines and connects different solutions in order that the maximum additional benefit becomes tangible for the customer.



This is how Q-DAS shapes customer progress. However, this is not where the work of a project engineer ends. The team members remain a contact person, stay in touch with customers and support them in answering any project-related questions and in maintaining Q-DAS products in the long run. Due to this variety of tasks, there is a healthy relationship between field work at the customer's and telephone support or remote maintenance. The customer and the Q-DAS employee often keep contact for several years and the team members gain strong customer loyalty based on a cooperative partnership. The work of the SI team contributes to a successful application of Q-DAS software and shapes customer progress in a production environment.



Q-DAS GmbH  
Eisleber Str. 2  
69469 Weinheim / Germany  
+ 49 6201 3941-0

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[www.q-das.de](http://www.q-das.de)  
Contact the author  
[melanie.feuerstein@q-das.de](mailto:melanie.feuerstein@q-das.de)