Massilly North America Automates Processes with Fusion 360 Manage

Established in 1996 in Ontario, Canada, **Massilly North America** is a high-speed manufacturer of metal twist caps for the food and beverage industry. As the Canadian subsidiary of Massilly Group, a leading supplier of metal packaging, Massilly North America provides the capacity of a multinational company with the service of a small family business. The company is known for team development, automation and robotics innovations, a commitment to corporate citizenship, and a focus on customer and supplier relationships.

Building Trust with Responsiveness, Expertise, and Commitment

In 2015, Massilly North America reached out to Autodesk for support on their product lifecycle management (PLM) software, Fusion 360 Manage (previously known as Autodesk PLM 360), which is critical to the company's day-to-day operations. Autodesk connected Massilly North America with IMAGINiT, and the IMAGINiT PLM team answered questions on specific issues, consulted on workflow improvements, and shared best practices.

"While working with the IMAGINiT PLM team, we experienced their breadth of expertise and how every person seemed truly interested in helping us get to the right answers," said Julius Stampacchia, Technical Services Vice President, Quality. "As our needs expanded and we decided to leverage Fusion to launch a training workspace to track training requirements and history, we realized we needed features not native to the software. Since we didn't have the in-house knowledge to build those features within Fusion, we turned to IMAGINiT."

For that initial large-scale project, the IMAGINiT team created the initial training workspace in Fusion 360 Manage to meet Massilly North America's requirements and developed the solution to automate several processes. "IMAGINiT's help was invaluable," said Julius. "They brought in the knowledge and expertise needed to develop a solution to save time, improve quality, and optimize the workload of our people."

Evolving from Support Provider to Large-Scale Solution Developer

As the needs of Massilly North America evolved throughout the years, they continued to turn to IMAGINiT for new workspaces and improved functionalities within Fusion 360 Manage. "My process is to sketch out how I want the database to work and then talk with the IMAGINiT team about the concept, the fundamentals, and which processes can be automated," said Julius.

Today, IMAGINiT administers more than 40 workspaces for Massilly North America, including the New Item Request workspace and all Audit workspaces (e.g., food safety, quality systems, pest control, oven certifications, etc.).

Project Examples

Here are summaries of just two projects IMAGINiT performed for Massilly:

- **NCR Global Expansion**

  Challenge - Prior to this project, every Massilly facility around the world kept track of non-conforming records (NCR), or customer complaints, in Excel spreadsheets with pivot tables. Through hundreds of emails sent every day, they tried to manage the responses with the customers and between facilities. This process was time consuming and prone to errors.

  Solution - In 2018, Massilly worked with IMAGINiT to implement the NCR workspace across facilities in about 10 countries—including Canada, France, Spain, Saudi Arabia, Portugal, and South Africa— and onboard about 40 users. IMAGINiT connected all the facilities into a single customer complaint management workspace, standardized the processes, and connected the corporate group so they would be aware of all the occurrences at the different plants.

  Results - Now, all the information is live in Fusion 360 Manage and the communication process is automated. In addition to facilitating a process that moves smoothly, takes less time to manage, and is always up to date, the new customer complaint workspace provides insights from both a global customer and an interfacility perspective. "Without IMAGINiT's support, we would not have been able to set up all the required securities and permissions," said Julius. "They have the extensive experience and knowledge needed to complete a program of this scale."

- **Autodesk Modern Interface Alignment**

  Challenge - Significant backend changes implemented by Autodesk when it migrated from the classic interface to the modern interface created some incompatibilities with Massilly North America's structure. "The modern interface was an excellent upgrade, but some issues needed to be addressed before we could launch it globally," said Julius.

  Solution - To resolve the issues, the IMAGINiT team took a step back, re-evaluated the interface process/ flow, and rebuilt the Autodesk back-end as scripting automation for the modern interface.

  Results - Massilly successfully implemented the modern interface at all its facilities and all users are benefiting from its enhanced functionality.

Future Plans

"With the Fusion platform, just about anything I dream up is possible," said Julius. "I can look at the same workspace every day, and one day get a vision of something new to do or someone else to bring into the process. I reach out to IMAGINiT whenever the changes require skills that we do not have in-house. I expect this partnership to continue, as IMAGINiT automates more and more processes. The benefits to Massilly are major, including reducing redundant human data entry, notifying internal and external customers as the product transitions through the workflow lifecycle, and automating report generation."

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