

## Integration begins with customer alignment

**B**efore a system integrator can put together a successful manufacturing process, they need to have a basic integration with the customer. Steve Szamocki, Executive Vice President of Sales & Marketing for JMP Solutions, talks about ways to make that process work from beginning to end:

**CFE MEDIA:** Talk about your approach when working with a customer—either a new customer looking to implement a system integration solution for the first time, or a repeat customer who is looking to build on the past relationship.

**SZAMOCKI:** Our first priority with customers – new and returning – is to identify the business outcomes they are looking to achieve. Are they looking to reduce cost, risk, time to market? Are they looking to improve quality, safety, throughput or yield? Once their goals have been identified, we then employ our Execution Methodologies Framework to define project scope and link to their business outcomes.

We develop a formal ROI of the project to support their investment, manage the entire project end-to-end including formal change acceleration processes and risk mitigation. This allows us to deliver results that are on-scope, on-time, and on-budget. JMP's methodologies are "battle-tested" and proven on more than 20,000 projects with Fortune 1000 companies.

**CFE MEDIA:** What do you need from a customer achieve a successful outcome?

**SZAMOCKI:** The number one thing we need is multi-level customer engagement and commitment. When a company is embarking on a project, there are typically several stakeholders – operators, plant engineers, maintenance personnel and responsible executives. All of these people are going to be touched by the system and it's our job to make sure they are engaged to ensure customer success. We listen and clarify a customer's needs in an initial assessment meeting.

We then roll up our sleeves and go on-site to review the cell, line or plant via a formal assessment process. We record all details of the project, identify risk factors, and build a multi-stage plan that becomes part of the engineering specification. Once the

specification is accepted by the customer, our team of engineers begin the project.

**CFE MEDIA:** In the same light, what should a customer expect from you as the system integrator?

**SZAMOCKI:** A customer can, and should, expect a project that is on time, on budget, on scope, and low risk. These outcomes all hinge on excellent project management skills and robust execution processes. System Integrators need to manage change through a formal change acceleration process. We analyze and document change in three categories: operational change such as new processes, physical change such as new equipment, and human change where people need to be trained for a specific role.

From a risk perspective, we need to identify any issues that may occur during the cutover to the new system. We put a plan in place that lowers risk and improves project success. Customers should expect that their success and satisfaction come first.

**CFE MEDIA:** JMP Solutions measures the outcome of each project in a very unique way—the Net Promoter Score (NPS). Explain what goes into NPS, and how it works for customers.

**SZAMOCKI:** The JMP Promise to customers is centered on three areas of focus: guaranteed performance, radical commitment and exceptional communication. We measure that success with the Net Promoter Score (NPS) process. We escalate customer issues daily to our executive team, in addition to posting completed project feedback on our website. The Net Promoter Score is an index that measures the willingness of customers to recommend a company's products or services to others. It is used to gauge the customer's overall satisfaction with a company's product or service and the customer's loyalty to the brand.

NPS is one part of our continuous improvement process for JMP. We review and share results with our entire team and take improvement actions on any issues customers experience in our process or engagement. We want to find defects in our processes so we can continually improve and grow our people, processes and tools.



**JMP Solutions**

*Industrial Technology Partner to the Fortune 1000*

### **JMP Believes Customer Intimacy Equals Repeat Business**

JMP Solutions is the fourth fastest growing System Integrator in North America and was ranked 17th in the 2018 System Integrator Giants survey in Control Engineering and Plant Engineering magazines.

At JMP, the entire team is committed to helping customers succeed at realizing their full potential by continually redefining solutions to achieve business outcomes.

JMP excels at transforming process automation, control and information systems into integrated solutions that help companies achieve a performance advantage with Control Systems, Information Systems and Smart Robotic Systems. JMP has 14 business units across North America with 200+ employees targeting industrial Fortune 1000 companies.

JMP Solutions recently changed its name from JMP Engineering.

**For more information about JMP Solutions: [www.jmpsolutions.com](http://www.jmpsolutions.com)**

“I likely save 60% of my time on a project by choosing you.”

• *Airport Fuel Services Provider*

“We contact you last minute a lot of the time and you always deliver.”

• *Water and Wastewater Utility*

“You are easy to work with and that your response time is so great!”

• *Chemical Manufacturer*

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