



Dell Centralizes Data and Automates Work with Regrello

Key Results

Faster time to market

Automated Supplier communication

Built and managed without IT

Primary Use Cases

NPI & Quality Deliverables

RFQ & Supplier Selection

PO & Production Tracking

Collaborative Problem Solving

Dell began its engagement with Regrello to centralize data across its supply chain operations, facilitate collaboration both internally and externally, and automate workflow execution with a customizable process builder that did not require IT support. Dell's usage of Regrello has expanded 10x since our initial partnership began. We sat down with Jim O'Mahony, a Senior Principal Engineer, to discuss how Regrello has unlocked efficiencies and standardized processes for his teams.

Workflows powered by intelligent automation

Before using Regrello, Jim experienced firsthand the inefficiencies of decentralized data, communications, and processes. "In the Old World, I had to go into each one of my workflows on a case-by-case, line-by-line basis, and find out where are we this week. Did anyone do anything I asked them to do? And I had to do that literally for every single project." Jim had to chase everyone down to stay on track.

Since adopting Regrello, he hasn't looked at those spreadsheets. Now, Regrello aggregates the status of all his projects and workflows in one place, and Regrello chases down everyone for him. He only gets involved when changes or exceptions arise.

“The real Nirvana for me is that I no longer manage the workflows. Regrello automates the workflows.”

- Jim O'Mahony, Senior Principal Engineer

Centralized data delivered instant visibility

Jim can now see the status of all his projects and workflows in Regrello, giving him a comprehensive view of his operations. "Within the first ten minutes of me going in looking at my workflows, I can find out exactly what I need to do in the next half hour."

Additionally, Jim also has access to all of the data and documents associated with all his workflows. "I used to have to go and get someone to send me an email, and I used some sort of generic search to try and find the data I needed. We've gone from that to having it all centralized inside their core workflow."

“Visibility is a big piece of why we love Regrello. You can get it at any single level, whether it's the task level or whether you need to understand the business at any point in time.”

- Tony Garcia, Process Engineer

Flexible and easy to use without IT

The Dell team sought a solution that would not require much IT support to be usable and adopted by employees. If Jim wanted to make changes in his previous workflow tools, he had to request permission from IT which often resulted in days or weeks of waiting for the

change to go into effect. Quick iterations based on changing needs were not possible with the old system.

A Regrello Workflow can be updated and adapted to changes in business conditions as they happen, without needing weeks or months of consultations with an IT team. This saves businesses time, money, and resources while driving digitization. The process owner can now define specific customization and automation based on their own needs.

"Once I saw what I could do as a developer of workflows and the flexibility that it gave me. It just made life so much easier for me."

- Jim O'Mahony, Senior Principal Engineer

Driving standard processes with templates

Dell, like many organizations, has been focused on driving operational efficiencies with standard processes across its organization. However, that's consistently been a struggle in supply chain and manufacturing because each team, each supplier, and each project often require minor deviations from one another.

Dell is using Regrello to define standard process templates that can be customized for each project. It allows them to find a balance between driving best practices across their teams while providing the flexibility for teams to handle the nuanced requirements of specific projects.

"We have a generic workflow in the background that we use anytime we want. It gives us the flexibility to customize as we go. It's exactly where we wanted to be honest."

- Jim O'Mahony, Senior Principal Engineer

Collaboration through email

Leaders in the supply chain industry know all too well how difficult it can be to get suppliers on board with new software. Understandably, it's just as time-consuming and inconvenient for suppliers to use different software to collaborate with each customer. When you interfere with people's current workflows, they will be much less receptive to changes. This is where Regrello excels.

Dell's suppliers can collaborate in the same way they always have - through email. They don't need to create an account or sign in to Regrello. Every email a supplier sends can be sent directly to the Regrello task, and vice versa.

"Simply put, it meets the user where they already work and where their work exists while centralizing all needed artifacts and being powered by intelligent automation."

- Tony Garcia, Process Engineer