

# ARC, OR HOW TO ENABLE COLLABORATION BETWEEN PRODUCTION SITES IN FOUR COUNTRIES?



Design, production and distribution of tableware.

**Beginning the design of a glass in France, continuing it in China and adapting tooling to produce it in the United Arab Emirates? This is the challenge taken up by Arc thanks to the setting up of a collaborative work platform.**

Until 2010, the group's subsidiaries (in the United States, China, United Arab Emirates and Russia) focused solely on production. All of the models and tooling were designed in France. In order to reduce the time-to-market of its products and design them to best meet customer needs, the Arc group made a strategic change of course. Its subsidiaries now have the ability to design and adapt products. This is only possible if information is efficiently shared between its employees around the world. Anne Moyaux, who heads up the Arc group's CFAO team, explains how the ENOVIA tool enabled collaboration between the four production sites.



**Before**

## How did you work before?

"We produce four million items every day, with a very wide range of models and a lot of tooling. So we rapidly realized that we needed a system to manage data related to our designs in order to be able to find them and reuse them with ease. We were using both an in-house tool and the software program SmarTeam to manage our CATIA documents." "All of the items were designed in France and the files were then sent to the subsidiaries to be produced locally. **Exchanges were done via email: copy files, correct and approve.**



**Now**

## How do you work now?

**"Now, the four design and production sites work using a single shared database.**

They can collaborate on the design of parts and tooling. For example, the design of the Pure Boxe Active leak proof storage container began in France, then China continued by adapting the tooling to its manufacturing process."

"Employees also use ENOVIA's search function to avoid redoing things that already exist, particularly in terms of tooling."

"Production is more geographically mobile and can be moved according to our needs and workloads. When we assign production to the Emirates, for example, our local teams need to adapt the tooling to their production

site. Thanks to ENOVIA they have immediate access to the approved version of the file to be modified. Sharing data is also key to saving time during this phase."

"All appended documents are centralized within ENOVIA and linked with the item or part, such as manufacturing test reports, thermal calculation reports, and ISO control files."

## COMPANY FACTS

ARC



**BUSINESS:**  
design, production and distribution of tableware with six brands for the general public and professionals (Arcopal, Cristal d'Arques Paris, Luminarc, Eclat, Arcoroc and Chef&Sommelier).

**EXPERTISE:**  
design and innovation in all areas of glassware and all types of glasses, and distribution of products.

**FOUNDED:** 1825.

**STAFF:**  
10,500 employees in the world and 5500 in France.

**CUSTOMERS:**  
general public and professionals.

**KEY FIGURES:**  
World leader in tableware. 10th largest industrial site in France in terms of surface area.

€939 M international sales in 2017 (prior to audit)

4.3 million items produced every day on all five production sites (France, China, United States, United Arab Emirates and Russia).

KEONYS software solutions used:  
CATIA (for design),  
DELMIA (for machining) and  
ENOVIA (for collaboration between sites)



Anne Moyaux,  
ARC CFAO Manager

" We chose the ENOVIA solution to smoothly integrate our designs made in CATIA. The idea is to have a single entry point that synchronizes and manages all data. "



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## Benefits

### What are the benefits for Arc ?

- Easy access to information and knowledge.
- More reuse of parts meaning items can be produced at a reduced cost.
- Pooling of the Group's expertise helps grow skills in subsidiaries.
- Management, harmonization and strengthening of collaboration between sites to reduce product development times.
- Reduction of the time-to-market of products with subsidiaries that are more agile, creative and independent with regard to their customers.
- Optimization of production coordination between the various sites.

## Keys to success

- A committed and driven management team, which supports the independence of subsidiaries.
- A five-strong dedicated project team, supported by the IT department.
- Involvement of users (designers, developers of items and tooling, machining programmers) with a four-month plan to train them in France and the three subsidiaries, followed by regular support to firmly establish good practices.
- A good relationship with the service provider's project team.
- An internal communication plan to explain the benefits of the project.