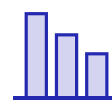
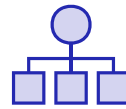


AI



CASE STUDY

A materials manufacturer streamlines experiment data and accelerates product development with Uncountable

When a global manufacturer met with Uncountable at the end of 2017, they were looking for ways to stay at the top of their industry for decades to come. After a strong year, the company's leadership team wanted to sharpen their competitive edge by creating innovative products faster.

A director at the manufacturer, responsible for a materials group composed of approximately 30 scientists and technicians, was overseeing experimentation and production of dozens of industrial products in several business lines. They were excited to discuss a single tool that would modernize the way they managed formulation and testing data as well as provide intelligent analysis of past experiments.

The materials team wanted to improve their fragmented approach to data, an issue that kept them from efficiently putting it to good use. They were often emailing their colleagues huge files that were difficult to share, review, and interpret. They spent too much time digging through messy spreadsheets to figure out what they had done in the past. Doing analysis on a single set of experiments took hours, so attempting analysis across many was virtually impossible.

“Some vendors expect you to log in and figure it out. Uncountable helped us pick the right tools for our unique setup, plus made sure the workflows we chose were right for us in the longer term.”

Leaving homegrown tools and spreadsheets behind

For years the materials team had been using an older, homegrown tool to serve the crucial function of an ingredient database, where they stored over 1000 ingredients. But the solution felt increasingly outdated—it only addressed a small portion of the data they cared about, performing a few basic calculations but lacking entirely when it came to connecting formulas to experimental results and analysis.

To manage these missing capabilities, the materials team used spreadsheets. This solved some problems but led to others, keeping them from moving as quickly as they wanted to and making it hard for team members to collaborate. Each person had their own way of tracking experiment data. There was no standard reporting format. As a result, researchers were spending too much time organizing spreadsheets to combine data from past experiments, always risking repeat work if the right data wasn't available. They knew if they wanted to keep providing leading products at the pace today's customers expect, they would need to sunset the old solution and embrace a platform that could truly streamline their workflows.

Working side-by-side for a successful launch

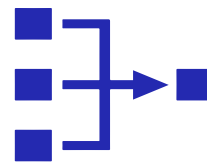
As talks with Uncountable ramped up, a partnership developed between the two companies. The Uncountable team listened closely to their new customer's needs, using the feedback to drive platform improvements and ensure the success of their soon-to-be onboarded users.

For the materials team, the selling point was clear. Instead of simply handing over access to the platform, the Uncountable onboarding team helped the entire group of scientists and directors map out their workflows in detail. This included combining materials properties, costs, processing conditions, formulation recipes, and application testing into a single system. The two teams also iterated on the best path to developing materials quickly, with Uncountable suggesting the right analysis and visualization options to help them make decisions.

While they were fine-tuning workflows, the materials team was already using a lot of the core functionalities of the platform. This allowed implementation to happen quickly, with new users being trained on Uncountable while the onboarding team prepared to launch a fully configured version. A dozen team members were trained initially in order to create a set of "super users", who were instrumental in helping their colleagues grow familiar with the platform as usage expanded. This group had 24/7 access to dedicated account support, with in-person training sessions, weekly check-ins, and a dedicated configuration engineer.

Soon everyone was as comfortable on Uncountable as they were with their previous tool. "The onboarding team really made a difference in our ability to get up and running quickly," a member of the materials team explains, "and all of us were really invested in the outcome because of their attentiveness."

"We were very impressed with Uncountable's expertise. They understood materials workflows in and out, and were instrumental in shaping the way we structure our data."



Uncountable collects, cleans, and organizes old data from spreadsheets or PDFs



Platform is configured based off unique data structures and workflows of customers

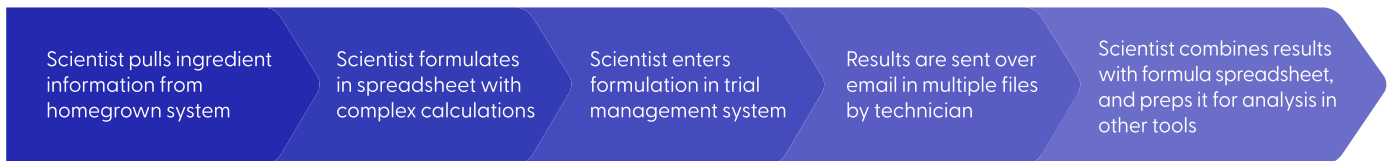


Super users are trained and onboarded first, to create a knowledge base within the company

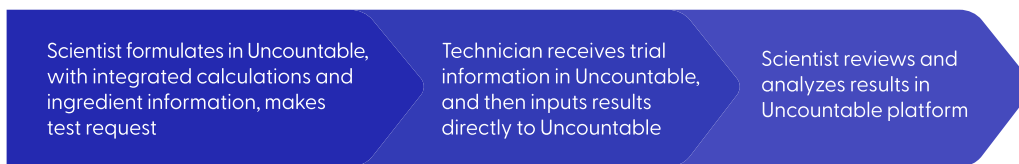
From one business line to all

After only 30 days, Uncountable and their new customer officially launched the platform and decommissioned their old solution set. The team had fully met their initial success criteria, creating confidence among the materials team and driving support to expand their use of the Uncountable platform. Within a couple of months, every experiment was being prepped, run, recorded, and improved upon by way of the Uncountable platform. This early and strong adoption by the first group—approximately a third of the business—prompted expansion opportunities in different departments.

Old Workflow (5 steps)



New Workflow (3 steps)



Ongoing support keeps things running smoothly

After the initial phase of training and onboarding, the materials team was happy to be able to rely on Uncountable for highly responsive support. While the super users helped ensure new team members got up to speed quickly, they had key points of contact on the Uncountable side for quickly troubleshooting any issues.

For Uncountable, it wasn't just about being there to fix issues. Account management continued to work with the materials team on improving customizations, including reconfiguring the platform to meet needs that arose from new experiment procedures, and developing custom workflow solutions to handle complex stoichiometry.

“After we launched, support was unlike any other vendor we’ve seen. We could call at any time with questions and get expert advice from Uncountable’s customer success team. Issues were addressed and removed almost instantly.”

Faster, streamlined workflows pay off for the materials team

The impact for the materials team (and the entire company) was quickly apparent after moving to Uncountable. Finding the relevant data is now a task that takes minutes instead of hours or days. Scientists are able to find the best starting point instantly, rather than trying to reinvent the wheel.

The team was also able to eliminate much of their tedious communication and manual data cleaning, instead using that time to run more experiments or cut out unnecessary ones. Each scientist can create a formulation and have it tested by a technician without having to deal with forms and files, recording data once in Uncountable instead. Relevant scientists are then notified and the data is stored for later analysis on the platform.

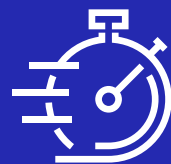
Repetitive tasks and manual data management are both common at large manufacturers like this Uncountable customer. However, they also create some of the biggest obstacles to speed and quality in materials production. With Uncountable, the global materials team was able to boost productivity and get new insights from the platform's built-in analytics and visualizations.

The team is thrilled with the results—"We've recommended Uncountable to several other companies. The speed, collaboration and data assets we gain makes it feel like a no-brainer."

For more details contact us at:
info@uncountable.com



2 hours a week per user saved
on communication and file-sharing



Accessing relevant formulations from colleagues used to take upwards of 1 hour and can now be done in minutes in Uncountable



80% reduction in time spent
organizing spreadsheets for scientist's own experiments, resulting in
3 hours of savings per week per scientist