CASE STUDY

Rheem gets innovative with Octave Reliance



Key facts:

Company: Rheem

Industry: Electronics & Appliances

Country: United States

Octave products used: Octave Reliance® *(ETQ Reliance)*

Key benefits:

- Automated development of new Reliance applications using the RDLC
- 3,000 labor hours saved in the first year — a 650% ROI
- Centralized, consistent system to design, preview and deploy applications
- Eliminated Excel-based ISO processes through scalable, configurable workflows

Rheem provides services for heating, cooling and water heating on a global scale. As a result, it must be able to expand and modify processes to meet changing business needs worldwide.

The company uses the flexibility and configurability of Octave Reliance® (formerly ETQ Reliance) to automate the development of new Reliance projects and applications. In doing so, Rheem used its existing principles of the Systems Development Life Cycle (SDLC) but with an innovative twist that allowed the company to quickly build and tailor new applications to match the fast-paced business environment.

Filling the gap

Rheem originally implemented Reliance to help comply with ISO standards. Previously, it was relying on Excel files to handle this task, but that proved insufficient and inefficient. Reliance assisted with ISO compliance as well as having the capability to create a supplier portal, which was a necessary factor for Rheem.

The company created a new application called the R-log, which is where it stores all reports of problems, requests, documents and Reliance projects. Using basic principles of SDLC, it created the Reliance Development Life Cycle (RDLC). It's a form and a workflow that assists users with each step in the development life cycle. Users can preview what the forms they are building will look like with simple preview features added with java script.

Meeting the needs

Reliance has become much more than just a quality management tool for Rheem. The application is unique in that it meets the needs not already met by an out of the box feature set to enhance the compliance components of Reliance. It allows new applications to be developed and documented within a trusted, centralized system. Allowing users to preview what has already been designed ahead of time is also a huge benefit in preventing repeated efforts and unnecessary work.

Quality journey



Manual system



Supplier portal



ISO compliance



Custom applications

Developing the RDLC took approximately 400 man hours, but the return on investment has been far greater. On three projects the RDLC has been used for in the first year, Rheem estimates that it has saved 3000 man hours, or roughly $940,000. That's a 650% return on investment in a short amount of time.

Looking forward

The RDLC solution is currently scaled to company-wide use. As other areas of Rheem's business discover the value of Reliance configurations, they are requesting that solutions be built for them as well. This is easy to do since the RDLC allows them to quickly gather requirements, design systems, document procedures and launch systems for the specific needs of other business areas.

While the developers are implementing one project, the administrators can work with other users to create a backlog of future projects. Furthermore, the system allows experienced Reliance users to develop their own solutions, freeing up valuable administrative and development resources, ultimately saving time and money. As the company grows and evolves, these new tools and the savings they bring will be a game changer in Rheem's future.

About Rheem

Rheem Manufacturing Company was founded in California in 1925. Throughout its early years, Rheem manufactured a number of different products including shipping containers, household appliances, semi-conductors, musical instruments and more. Now, it is the only manufacturer that produces heating, cooling, water heating, pool/spa heating and commercial refrigeration products while remaining the largest manufacturer of water heating products in North America.

Rheem's focus on industry-leading innovations and energy efficiency has won the company many awards and accolades in the heating and cooling industry. Although the company is headquartered in Montgomery, Alabama, it has locations all over the world to help serve customers on a global scale. The company takes pride in its mission to keep people cool in the summer, warm in the winter and enjoying hot water year-round.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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