



"We were quickly able to develop a trusting partnership which was evidenced by the process associated with Xavor's Admin and User Support Services. By and large, we would recommend Xavor because of their trusting partnership."

– Bobby D'Anna, Change Analyst, Zero Motorcycles



Agile PLM Case Study

Overview

Industry

Consumer Goods

Contact

Bobby D'Anna

Change Analyst/Agile Admin

Headquarters

Scotts Valley, CA

Services

Xavor's Agile PLM Admin and

User Support Services

Background

Founded in 2006, **Zero Motorcycles** combines the best aspects of a traditional motorcycle with today's most advanced technology. **Zero Motorcycles** purchased Agile PLM primarily as an Enterprise Content Manager (ECM) tool.

About Xavor Corporation

As a top Oracle and Specialized Product Lifecycle Management (PLM) partner, **Xavor** delivers consulting services, software add-ons, and integrations around Oracle's PLM offerings (Agile 9, Oracle Cloud Innovation Management, Oracle Product Development Cloud, Oracle Cloud Project Portfolio Management and Oracle Product Hub). Using our unique methodology, we perform new assessments, implementations, integrations, data migrations, upgrades, maintenance and support, and process extensions/ customizations, with particular emphasis on the semiconductor, medical device, and high technology verticals.

Visit us at: xavor.com



Challenge

Bobby D'Anna, **Zero Motorcycles'** Change Analyst and now Agile Admin is responsible for the long-term strategic proliferation and development of Agile PLM. As with most smaller company situations, he wears multiple hats and is responsible for the day-to-day tactical elements of Workflow Manager and Agile Training Educator. Initially hired to fill the role of Change Analyst, Bobby had little formal Agile PLM Admin training. While expanding his role into the self-taught Agile Admin position within his two year tenure at **Zero Motorcycles**, Bobby felt like he didn't really know the ins and outs of the integration and customization aspects of the product. As the company's advocate for the Agile product there was a desire to use more of the ability of Agile PLM. However, without having a dedicated/ trained onsite Admin with an in-depth understanding of Agile PLM, Bobby and his leadership team felt uninformed of the scope of Agile PLM and where the lines crossed between customization and configuration. **Zero Motorcycles** knows that Agile PLM is very dynamic and they weren't really clear on its total capabilities as well as advanced functionality.

Solution

With **Xavor's Admin and User Support Services**, it continues to give **Zero Motorcycles** the following:

- Problem Resolution – "The system is behaving a way we don't think it should be behaving"
- Good Feedback – "We are thinking of doing this, what can we do?"

Xavor was also able to factor in a carryover of hours. "**Xavor came up with a more affordable and flexible compromise and that's why we went with them on the support package vs. a 'use it or lose it' proposition,**" says Bobby. Ultimately, **Zero Motorcycles** realized that the "use it or lose it" approach for support hours was not effective for their company.

Results

With all of the Admin duties that Bobby has taken on and the lack of an in-depth understanding of the tool's abilities, it has been more practical to create a ticket with **Xavor** and have a knowledgeable support staff handle it. **Xavor** has the ability to spend time on **Zero Motorcycles'** ideas and they are happy to continue to help. **Xavor's Admin and User Support Services** has helped **Zero Motorcycles** with a number of cost saving process improvements with the ability to use more of Agile PLM as it was designed. In addition, **Zero Motorcycles** is able to save on cost with **Xavor's Admin and User Support Services** versus hiring an additional resource.

"Xavor was willing to work with us and they understood that we are a young company and every dollar counts. Xavor's flexibility and willingness to be a true partner gave us the opportunity to move forward with a support contract and made it a win-win for both of us."

– Bobby D'Anna, Change Analyst, Zero Motorcycles

Benefits

Xavor's Admin and User Support Services gave both Bobby and his team at **Zero Motorcycles** greater confidence in Agile as a strategic tool for their success. "**Without it, we would continue to implement costly one-off solutions.... not good for the long-term health of the company as a whole,**" says Bobby.

Since **Zero Motorcycles** didn't have the luxury of a formally trained Admin person, their resources spent valuable time going to the Oracle website to train themselves. With **Xavor's Admin and User Support Services**, the team at **Zero Motorcycles** has been able to expediently speak with someone directly on a more intimate level – which you don't get from just searching for answers on a website.

"We've developed a great relationship thus far with Xavor. The trust is there and we are very pleased with the continuous support that is provided. We are glad to have a support system in place. A fallback position is really nice."

– Bobby D'Anna, Change Analyst, Zero Motorcycles