



HAWK RIDGE SYSTEMS

CASE STUDY



**OMAX**  
Corporation

Ranked as one of the top U.S. companies for manufacturing precision abrasive waterjet machining equipment, OMAX has achieved its market position by providing quality equipment and excellent support services to customers involved in machining around the world. OMAX is using 3DVIA Composer to more effectively communicate with their customers and field service technicians worldwide.

Omax creating value in SolidWorks 3DVIA Composer

Repurposing 3D CAD Data to create instructions in a timely and accurate way

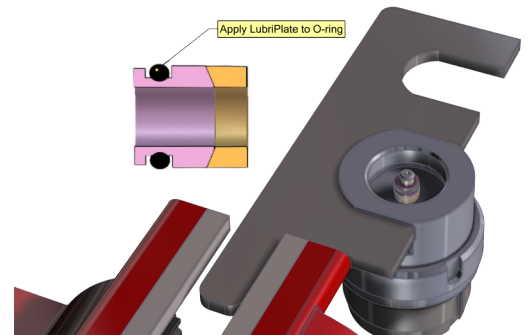
Creating technical documentation with less equipment and personnel

Working on instructional animation before design is completed

### Industry Innovators

OMAX products are developed and moved quickly to the global market in anticipation of, and response to, diversified customer needs. Being an industry innovator requires the ability to develop and communicate technical information as soon as products hit the market.

The experienced OMAX engineering staff uses 3D modeling software to develop its machines and components. OMAX wanted to capitalize on resources that allowed them to develop concepts and technical information quickly, including when products were in the prototype stage. By the time the products are ready for market, the technical communication must be a completed deliverable.

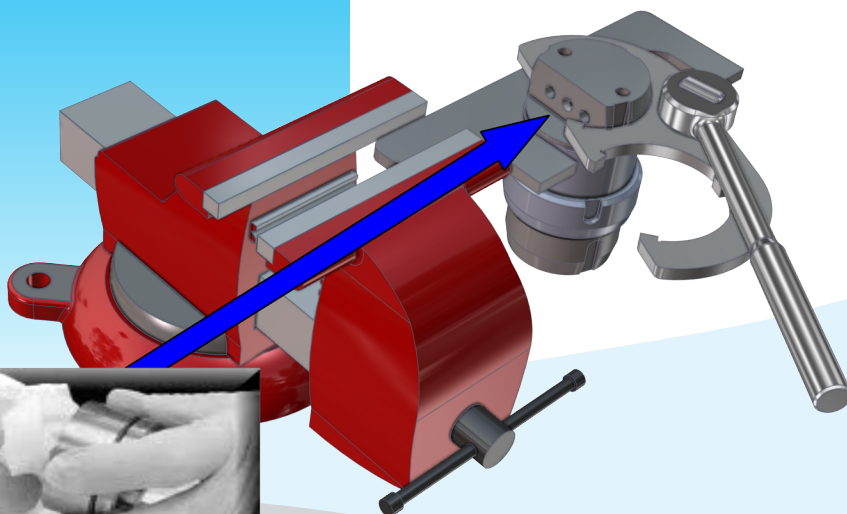


### 3DVIA Composer / Solution to Documentation Cost

OMAX creates videos and documents to instruct customers and technicians how to assemble/disassemble equipment and components. The creation process is very resource intensive, and requires availability of the physical equipment, proper lighting, video equipment and personnel. Additionally, if components or content changes, the video and documentation process has to be repeated. Because OMAX serves clients worldwide, some technical processes also require translation in multiple languages. OMAX wanted to find ways to streamline and reduce the significant costs associated with all of these processes.

“Overall, we see 3DVIA Composer as a tool to help OMAX achieve its training and technical writing goals.”

Julene Bailie  
Manager Technical Training  
OMAX Corporation



### 3DVIA Composer

OMAX viewed 3DVIA Composer as a solution to reduce costs and streamline processes associated with creating technical documentation and visual instructions.

OMAX was searching for a solution to reduce costs and streamline their technical documentation and visual instructions. They immediately recognized the value of how 3DVIA Composer could help them do that. However, they were also very cognizant of the steep learning curve for their technical writers since they had not worked with 3D modeling software previously. The engineering team at Hawk Ridge Systems was able to train the OMAX team and bring them up to speed. The OMAX technical writers are now able to create documents with 3D engineering models while the products are still in development. This led to a huge competitive advantage, not only in cost savings and streamlining documentation, but in faster delivery of their products to market.

Instructional content and images are now created largely on engineering 3D models and are not dependent on physical components as they had been in the past.

OMAX intends to use 3DVIA Composer to produce more visuals – and now uses fewer words, which also reduces the cost of language translation for the future.

### Success

Instructional content and images are created largely on engineering 3D models and are not dependent on physical components as they had been in the past.

OMAX intends to use 3DVIA Composer to produce more visuals and use fewer words, which will also reduce cost of translation in the future.

**“I was able to document a Material Holding Kit assembly and installation process without ever seeing or touching the physical components.”**

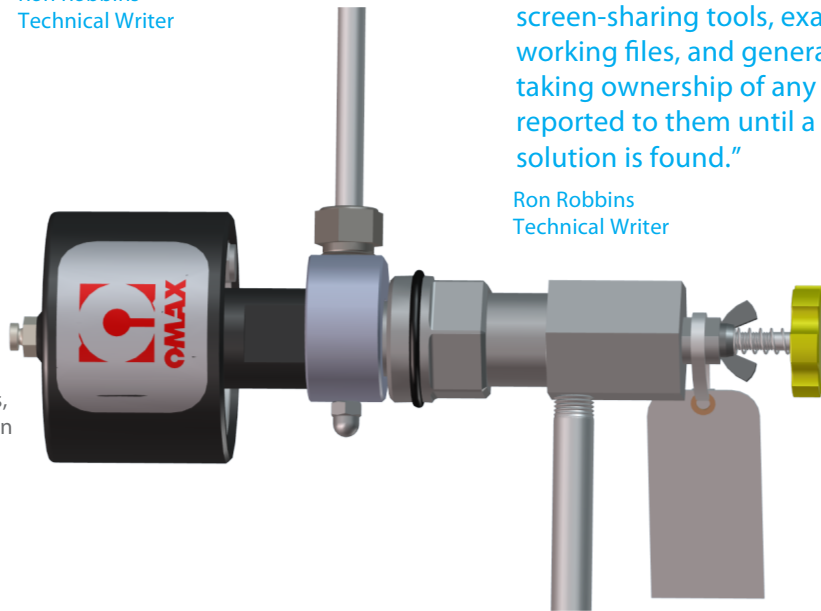
Ron Robbins  
Technical Writer

**“We have been able to produce better visual technical instructions using 3DVIA Composer than what we were able to do with pictures and video in the past. We are also able to develop these communications synchronously with our product development engineers, reducing product to market delays.”**

Julene Bailie  
Manager Technical Training

**“Hawk Ridge Technical Support has been very helpful, using screen-sharing tools, examining working files, and generally taking ownership of any issue reported to them until a solution is found.”**

Ron Robbins  
Technical Writer



**HAWK RIDGE SYSTEMS**

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### About Hawk Ridge Systems

Hawk Ridge Systems consistently exceeds customer expectations as a design technology partner by providing top tier customer service and innovative technical support.

By providing the largest and most knowledgeable SolidWorks support team in North America we help our customers successfully compete while shortening product development cycle times. Hawk Ridge Systems operates in 14 facilities in the

western United States, Alberta and British Columbia, Canada. All locations offer top tier technical support, training and professional services.

Our expertise has helped us quickly grow to be the #1 SolidWorks reseller and service provider in the world. We are an engineering focused organization, which allows our customers to maximize their CAD, Analysis, PDM productivity, Technical Documentation and return on investment.