

# CASE STUDY

## PGC Increases Efficiency in Risk Management Process

### THE COMPANY

PGC, a multinational manufacturing enterprise, specializes in crafting intricately tailored precision components essential for applications across defense, aerospace, medical, electronics, and construction sectors. Given the complexity of its operations and the diverse industries it caters to, PGC seeks an efficient framework for assessing and distributing credit-related data to various internal stakeholders while ensuring adherence to compliance and regulatory standards. Established in 1950 and headquartered in Edina, Minnesota, PGC is proudly woman-owned, ITAR registered, and certified under SO3001:2008 and AS9100C standards.

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*The PGC team appreciates the easy-to-use, easy-to-read dashboard that delivers data that digs beneath the credit scores. The information is simple to interpret at a glance and doesn't require a background in credit to understand the information.*

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~ Candy Denny, Finance/IT Manager - PGC

### THE CHALLENGE

#### Inefficient, Time Consuming Credit Risk Management Process

“Prior to implementing Argos Risk's solution, AR Surveillance™, PGC faced several stumbling blocks when evaluating creditworthiness and efficient management of credit risk,” explained Candy Denny, PGC Finance/IT Manager. “As a business with regional, national and global clients, we have a number of account managers who each handle a specific group of clients. It was cumbersome and time consuming for me to sort out the data from our prior system, determine which account manager to send the information, and to interpret the significance of the findings.”

According to Denny, “PGC was seeking a real-time system that could send actionable alerts/information to multiple users, and provide easy to understand reports and data that could be interpreted at a glance. It was key that we find a solution that could automate the process and streamline the communications. Our regulatory and compliance needs also were a factor, requiring access to information such as OFAC and FinCen checks.”

“We were searching for a solution that would address all of our needs, but couldn't find one system that embodied all of our requirements. Fortunately, we have a close relationship with Scale Bank, one of the premiere independent commercial banks in the Minneapolis/St. Paul area, and we shared our credit risk management needs with our banker. They recommended that we meet with their trusted partner, Argos Risk. We were impressed that Scale was a current client of Argos risk and it was meaningful that they were their preferred vendor. They felt that the solutions offered by Argos Risk were a match with our needs and would deliver the options we were seeking.”

# THE SOLUTION

## AR Surveillance™

PGC convened with the Argos Risk team virtually in 2016 and found themselves impressed by the AR Surveillance demonstration. It offered precisely the solution they had been seeking, effectively meeting their critical requirements.

“There are numerous reasons that we were excited about implementing AR Surveillance as a solution for our credit risk management needs,” said Candy Denny. “The monthly subscription model makes it easy and affordable for us to efficiently manage the entire process. We no longer have to wade through confusing reports that are difficult to interpret and understand. The information is delivered to designated users via a simple-to-understand online dashboard that tells us at a glance if there is information that requires further investigation or immediate action.”

“The time saving is tremendous. In the past, I was responsible for receiving and reviewing an unmanageable amount of data and reports. With AR Surveillance, multiple users can be designated to receive alerts, automating the flow of information,” added Denny.

“One of the most unique aspects of AR Surveillance is the business intelligence provided,” explained Denny. “It goes beyond the typical credit score, allowing us to make good decisions when evaluating creditworthiness and managing risk. It gives us great confidence to know that we will be alerted on a broad range of important business health barometers, such as analysis of company reputation, full address analysis, liens, lawsuits, judgments, mergers/acquisitions, CFPB updates, earnings updates, changes in control, ownership, and Board of Directors, announced work force changes, closing of branches or divisions, and changes in overall business health and credit risk.”

AR Surveillance aids PGC in fulfilling compliance and regulatory criteria with possible OFAC and MSB checks, alongside data now provided regarding Exclusions and OSHA violations. These aspects are paramount for PGC, given its necessity to adhere to compliance standards for registrations and certifications like ITAR, ISO3001:2008, and AS9100C. Moreover, given that many of their endeavors are government-related, these capabilities will continue to hold significant importance.

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PGC, established in 1950, specializes in gasket manufacturing with a mission to facilitate the creation of innovative products and expedite their market introduction. They produce precision components crucial for sealing, protecting, dampening, and stabilizing functions across various industries including defense, automotive, medical, electronics, and construction. Their product range spans from medical devices to military vehicles to lawn mowers, serving regional, national, and global enterprises.

PGC is a woman-owned company headquartered in Minnesota, occupying a spacious 60,000 square foot facility located in the Minneapolis/St. Paul metro area. They specialize in providing forward-thinking solutions, and their Development Center serves as a dedicated hub for education, innovation, and the exchange of ideas. This center plays a pivotal role in fostering the development of superior solutions, enhancing the long-term performance of products, and facilitating the exploration of technologies not typically covered in traditional educational settings.

PGC collaborates with a carefully chosen network of supplier partners to enrich the value of their solutions. Leveraging their expertise and knowledge, PGC is able to broaden possibilities, decrease costs, and accelerate lead time.

These strategic partnerships bring expertise across a diverse spectrum of materials and applications, encompassing engineered sheet materials, cellular materials, pressure-sensitive adhesives, eco-friendly materials, heat transfer solutions for electronic applications, insulation, elastomeric materials, and beyond.

**PGC**  
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