



I IPL's high-end services help overcome delivery losses for yet another top-level manufacturing company in India!

BUSINESS OBSTACLES | SOLUTION | RESULTS

Overview

The Client

A Top level OEM of India.

Business Obstacles:

Strategic Location challenges, Logistic challenges, Efficient operations required in Class-A, Class-B and Class-C cities.

Service/Solution offered by I IPL

Help desk, Field support, RMA support and Logistic Support, L1 Support

Benefits/Result by I IPL

Turn Around time reduced, close monitoring and controlling of spare movements to meet the SLA's, Cost reduced by utilizing I IPL's warehouses for spare movements.

Client Brief

Our client is one of the leading manufacturing companies in India for network equipment. Their state-of-the-art manufacturing units and business center's warrant a high-quality delivery, of products and services, to their customers. The Internet Service Providers (ISPs) are their biggest customers. Major products include core routers, switches, security system and software to integrate with hardware.

For delivering on-site services they have deployed huge number of technical engineers and logistic partners to handle movement of tech guys and spares to remote places. They have a centralized monitoring system to govern daily activities viz. assign workforce to solve issues and troubleshoot equipment problems.



Business Obstacles

Our client has a big manufacturing set-up and uses IT automation to provide high-quality services. Thus, handling installation of parts at a new site, maintenance of breakdown parts, and placement of engineers was an issue. The situation becomes worse when several emergency calls are received simultaneously. Despite the company's investment on technical counterparts, the most basic things were amiss.

Some of the major obstacles that our client was facing:

- » **Strategic location challenges:** Though the company has made arrangement for static locations, the strategic location couldn't be planned due to lack of resources and technical skills and hiring additional workforce involved a great amount of cost.
- » **Logistic challenges:** The technical counterparts were well planned but the logistics of spare parts and workforce was not planned by the company which led to delays in execution of work thereby tarnishing the company's reputation.
- » **Operations required in Class-A, Class-B and Class-C cities:** The operational procedures and resource involvement was different for three city classes. Most of the bigger customers were located in Class-A city so maximum involvement in planning was done for Class A cities, leaving class C cities customers waiting which was not good for business growth.

Service/Solution offered by IIPL

After studying the current scenario the IIPL team came with a fourfold immediate solution to bring the jobs back on track. Here are some of the key highlights:

- » **Help desk:** To log service calls and provide solution online or on the site the role of help desk was most important. IIPL offered an independent help desk support, round the clock, to coordinate and place resources on time for resolving issues.
- » **Field support:** IIPL offered to keep resources ready for ground support as and when required which would help in cutting down risky purchase costs.
- » **RMA support and Logistic Support:** The RMA tracking and support is very important to replace in-warranty hardware in a timely manner. Controlling the logistics will provide greater accuracy and fast service delivery.
- » **L1 Support:** IIPL proposed to place competent engineers for L1 and L2 support to provide the smooth basic functionality of the organization.



Benefits/Results by IIPL

After successful implementation of plans, IIPL is proud to share the inspiring results. Here are some important aspects of the project.



- » The TAT (Turn Around Time) of final delivery was reduced to a great extent which was a remarkable achievement.
- » Due to close monitoring and controlling of spare movements it became easier to comply with SLA's.
- » Initially the cost involved in the logistics of spare parts was very high. But after utilizing IIPL's warehouses for spare movements, the cost was reduced by a great extent.
- » A single point of contact filled the operational gaps and aided in better utilization of resources, ultimately raising the production standards and delivery.