Boosting Profitability, SLA Meet Rates and Customer Satisfaction for Infrastructure Technology OEMs

Infrastructure technology OEMs operate under thin margins. They're under tremendous pressure to reduce costs, but need to do so without impeding customer service. In fact, to better compete, manufacturers of computers, peripherals, storage and networking hardware continuously strive to improve the customer experience.

Many OEMs—both emerging and established—find these objectives difficult to achieve. Their service organizations often end up being cost centers, thanks in part to frequently-missed SLAs that result in costly penalties, not to mention frustrated customers, and high inventory carrying costs to replace the thousands of dollars of equipment in field engineers' trunk stocks and to account for slow returns of defective parts.

The OnProcess Advantage

As a managed services provider specializing in post-sales supply chain services since 1998, OnProcess Technology has a nuanced understanding of the challenges facing infrastructure technology OEMs and a strong record of overcoming them.

By applying our technology-driven processes, advanced analytics and domain expertise, we transform your entire post-sales supply chain into a completely transparent, efficient and unified operation. With our holistic, customer-centric view across operation and systems silos, we deliver the insights needed to transform your service organization into a profit center and make customer service a true differentiator.

Reduce triage costs

By leveraging OnProcess' IoT-based analysis and remote monitoring capabilities to move from reactive to proactive to predictive service events, and automating workflows, we deliver significant cost savings. OEMs minimize escalations to senior-level tech support and speed Mean Time to Resolution (MTTR). A leading storage hardware vendor reduced service costs by 39%, saving more than $8 million annually.

Accelerate repair cycles and reduce inventory carrying costs

OEMs benefit from comprehensive, near real-time trunk stock tracking and improved management of repair vendors.

Improve SLA meet rates and reduce penalties

OnProcess enables broad visibility into, and automation and optimization of, dispatch processes. A global infrastructure OEM realized a 48% SLA improvement and reduced SLA financial penalties by more than 70%. A Fortune 50 hardware vendor reduced repeat dispatches by 45% and dispatch costs by more than 50%.

Streamline order management

OnProcess experts rapidly develop, scale and integrate IT resources such as CRM and ERP.

Dramatically improve the customer experience

By meeting SLAs and providing excellent service, we help OEMs keep customers satisfied and loyal.

Boost revenue

OnProcess increases warranty renewals and lifetime customer value, helping OEMs realize strong revenue gains.

OnProcess Managed Services for Infrastructure Technology OEMs

Revenue Enablement: We proactively reach out to your customers to fix broken orders, assist with product/account activation and educate customers in order to minimize churn and increase cross-selling.

Triage/Customer Support: We improve the customer experience at every point of interaction and ensure the right service for the right contract. From managing entitlement to using remote monitoring and IoT-enabled technology to provide proactive and preventive support, we cover all the bases.

Service Fulfillment: We manage the dispatch of parts and technicians to optimize service networks and inventory, and rapidly close out service events, meet SLAs, and improve customer satisfaction ratings.

Reverse Logistics: We facilitate, track and expedite the return and replacement of valuable assets from the field or customer, and the movement of defective parts through the repair channel and into inventory.

Transportation Order Management: We manage everything from shipment transportation and dispatch, to tracking in transit, carrier onboarding and invoicing, and customer billing, as well as transportation logistics helpdesk.

To find out how OnProcess can help you boost profitability, SLA meet rates and customer satisfaction, contact us at **sales@onprocess.com, 508-623-0810 or visit www.onprocess.com.**