

OnProcess Managed Services Powered by OPTvisionSM

Optimizing post-sale supply chain outcomes with end-to-end visibility and real-time micro-analytics

Most companies are running blind when it comes to the post-sale, or service, supply chain (SSC). Their post-sales functions operate as silos, with limited or no visibility across the supply chain. Analytics projects are point-in-time, delivering insights that lag behind business realities. As a result, there's no substantive way to impact outcomes.

OnProcess takes a completely different approach. We believe that to optimize your service supply chain, you need a continual pulse on where inefficiencies and unnecessary spend exist, and breakdowns in customer experience occur, across your post-sale functions. You need insights that enable you to take proactive, immediate actions to fix current issues, and predict and prevent future problems.

All of this is possible with OnProcess managed services powered by OPTvision, our proprietary control tower solution that combines real-time, end-to-end SSC visibility with InstantInsights, OnProcess' advanced micro-analytics that alert users when cases require urgent attention.

The OnProcess Advantage

OnProcess pioneered post-sale supply chain optimization services, leading the industry in using visibility technology and analytics to deliver substantial revenue, cost-to-serve and customer satisfaction gains for businesses in broadband, mobile, medical, technology, logistics and manufacturing markets.

Now, with OPTvision as part of all OnProcess managed services, we're taking supply chain optimization to the next level, making it easier than ever to manage by exception and operate with maximum efficiency.

OPTvision-powered services provide the industry's only real-time, integrated views across the SSC—including data from your systems and your 3PLs, cleansed and certified by OnProcess—from a single dashboard, plus the intelligence needed to further reduce costs, accelerate cycle times, improve SLA compliance and deliver superior end-customer experiences.





OPTvision-Powered Services in Action

OPTvision is used by OnProcess account teams to optimize triage, service fulfillment and reverse logistics services, and by clients to gain a deeper understanding of, and control over, SSC operations. Here are some of the many ways OPTvision-enabled services can enhance your post-sale supply chain:

Triage

High-severity escalation: When multiple calls regarding a high-severity customer issue come into the support queue, it typically indicates an escalated situation. OPTvision alerts your account team so they can take immediate action to address the problem, and you can track the situation as it unfolds.

Repeat cases: Customers who create repeated cases within a short time period usually do so because they're unhappy with your product or service. OPTvision sends an alert as soon as the repeat case is created, triggering the special attention needed to turn that customer experience around.

Service Fulfillment

Fraud Detection: OPTvision notifies your account team when service orders are created for customers who have a low propensity to return and have had multiple deliveries within a short period. This information is instantly visible across the supply chain silos, enabling all relevant parties to take appropriate actions.

At-risk SLAs: OPTvision highlights service orders that are at risk of missing SLAs and identifies the root causes. For instance, it may show your 3PL didn't ship the replacement part on time, enabling you to intervene with the partner to minimize customer disruption and costly penalties.

Low propensity to return: When customers show a low propensity to return parts quickly, it may indicate that they don't replace defective parts right away and, therefore, don't require expensive next-day shipments. By surfacing a bulletin when such a case arises, OPTvision can trigger your account team to call the customer and verify whether a lower-cost shipping method is acceptable.

Reverse Logistics

Critical parts outstanding: Critical parts are high in demand and need to be recovered promptly, repaired if necessary and replenished. Otherwise, new buys will be required, increasing cost of inventory. OPTvision tracks these parts and their position in the supply chain, and provides real-time, instantly actionable insights.

Field engineer bottlenecks: OPTvision continually checks for, and generates alerts on, bottlenecks that exist throughout the SSC. For instance, if a field engineer holds more than a certain number of parts, it could indicate a propensity for fraud or negligence to return parts. OPTvision can prompt actions that uncover these situations and save you money.

Key OPTvision Functionality

End-to-end visibility of active service supply chain orders

OPTvision identifies and instantly surfaces at-risk SLAs across technical support, field service, reverse logistics, repair and depot replenishment orders, all of which are easily viewable via a summary dashboard. By drilling down into active orders, you can gain insights into the health of every queue in your post-sale supply chain.

InstantInsights on fraud and other urgent issues

Micro-analytics, such as segmentation, root-cause, predictive and propensity analyses, are embedded in every transaction. They come to life as InstantInsights that alert the operations team to critical issues, such as fraud detection, and enable proactive, pre-emptive actions. Other conditional bulletins alert users when, for instance, a customer's system is compromised, critical parts have been waiting more than X days at cross-dock or repair orders require cancellation. Time-based bulletins run at specific intervals. For example, a top offender bulletin would list customers who haven't returned parts worth more than \$XX for 60 days.

Real-time visibility into key business metrics

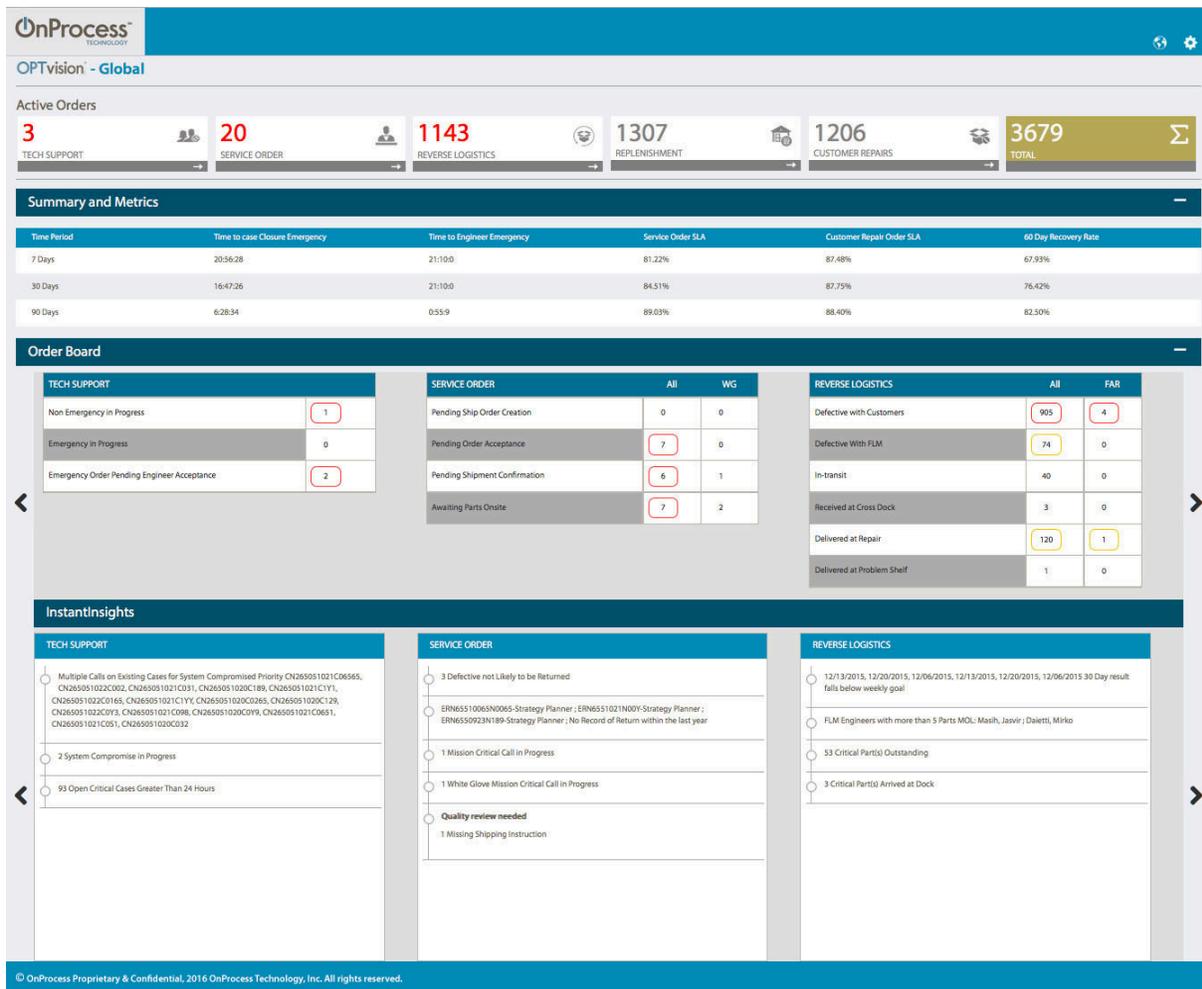
OPTvision makes it easy to assess the real-time performance of your post-sale supply chain processes and see up-to-date progress against your success criteria, such as revenue, efficiency and cost-saving goals. You can view key performance indicators for selected time periods and programs, drilling down by region, customer, contract type, SLA rate, product and more. Metrics include time to case closure emergency, time to engineer emergency, service order SLA, customer repair order SLA and 60-day recovery rate, and more.

Visibility into White Glove transactions

OPTvision supports your White Glove service by visually identifying transactions involving your VIP customers. See at-a-glance if any have active issues and, working with OnProcess, quickly take prescribed actions to resolve the problems.

Anywhere, anytime mobile access

OPTvision is accessible via any device, browser or operating system, making it easy to stay on top of your SSC operations from your smartphone, tablet or computer.



OPTvision Dashboard



To find out how OnProcess' managed services powered by OPTvision can improve your post-sale supply chain operations and outcomes, contact us at **sales@onprocess.com, U.S. 508-623-0810, The Netherlands +31 (0)20 2184623** or visit **www.onprocess.com.**