

Make Asset Recovery as Dynamic as Your Business

Get the Right Products Back When You Need Them

When capital assets are stranded in the field too long, they do no one any good. Your customers aren't using them, either because they're no longer needed or they're broken. Your company loses the opportunity to repair, refurbish and reclaim their value through usable inventory, so you waste money purchasing new stock.

Then why are so many assets left behind? Why are return rates so low and velocity so slow?

- **The process is filled with black holes:** Many companies have no visibility into the status of returns, don't understand why customers aren't sending products back, and don't know which return methods are most or least successful.
- **Recovery strategies are static, one-size-fits-all:** Items targeted for recovery efforts aren't aligned with business needs. As a result, when you do get products back, your inventory may already be stocked. Often, you'll spend more on recovery than the recovered products are worth.
- **It's not a core competency:** Asset recovery is inherently complicated. It depends on interactions with key stakeholders, from customers who don't want the hassle of returning products to installers and field technicians who keep too much inventory in their trucks. Most companies' expertise is in the products they're manufacturing and selling, not in the nuances of asset recovery.

Dynamic Asset Recovery Service

OnProcess Technology eliminates stranded asset issues and puts money back in your pocket with Dynamic Asset Recovery. An intelligent managed service that's as flexible and changeable as your ever-evolving business, Dynamic Asset Recovery surgically targets recovery outreach based on the parts you deem critical at any given time.

OnProcess pioneered post-sale supply chain services over two decades ago and it remains our sole focus today. We leverage best practices honed over these years as well as our advanced analytics expertise to bring your most valuable and in-demand parts back into inventory and recycling systems in a highly expedited timeframe.





OnProcess Dynamic Asset Recovery Components

End-to-End Visibility

We illuminate everything from return timeframes, status and destination by part, region, technician and customer, to process breakage points and customer contact history.

Advanced Segmentation

We identify tiers of equipment to focus on driving the right returns at the right time. Using OPTvision, our proprietary real-time visibility and microanalytics platform, we can instantly categorize and re-categorize segments based on part, rate and velocity.

Propensity to Return Modeling

This includes optimizing proactive calling strategies based on the best time of day or day of week to contact customers and/or field technicians.

Custom Scripting

We adapt scripts to situationally address top reasons for failure to return by segment.

Customer Experience Focus

Instead of limiting customer conversations to product return information, we determine what is and isn't working for them, such as whether they received the replacement part or product upgrade and had their problem solved. We can then provide the feedback to the client for a closed-loop Voice of the Customer solution, informing upstream and downstream process improvements.

Working with Dispatch Organization and Warehouse

We collaborate to resolve issues of returned unused parts, for a closed-loop system.

"OnProcess enabled us to be proactive with our customers and smarter about how we manage swap orders. Now that we get more devices back faster, we spend significantly less on replacements."

- Howard Green
Senior Business Analyst, Rogers Wireless

Dynamic Asset Recovery Advantages

Regain Control

You're in the driver's seat. Not only do you prioritize what parts to get back and when, you choose the return channels that make the most sense for your business. For instance, if speed is your main concern, we'll send recovery kits complete with packaging and pickups. If you want to encourage upsells, we'll push customers to your service centers.

Boost Returns and Velocity

You're guaranteed to get more parts/products back, faster, like one of our clients, a global medical device company, who saw an 11 percent lift in inventory returns and a 24 percent gain in 15-day velocity. Or our Fortune 500 IT client who boosted their already remarkable 60-day recovery rate of 91.5 percent to unprecedented 95 percent.

Save Money

Now that you have the high-demand parts you need in stock, you don't have to spend so much on new buys. This enabled a technology infrastructure client to save \$2.1 million annually in repurchasing costs. By targeting technicians who were lax in returning products, a health equipment company reduced trunk stock to 2.5 weeks, cutting technician-stranded inventory costs by 50 percent.

Saved technology
company \$2.1M
in new buys

Intelligent Inventory Management

Dynamic Asset Recovery is a key component of intelligent inventory management, which also includes OnProcess' Dynamic Parts Planning service, where we use IoT data to predict spare parts demand based on historical failure patterns and raw machine signals. By forecasting the exact spare parts you'll need, you can reduce inventory by six to 10 percent and save millions of dollars, while improving service levels and fill rates.

To learn more about OnProcess' full suite of inventory management solutions, contact us at **sales@onprocess.com, U.S. 508-623-0810, The Netherlands +31 (0)20 2184623** or visit **www.onprocess.com**.

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