



CASE STUDY

Proactive Field
Service Inventory
Management
To Reduce CapEx
**7X ROI, 98%
Returns**

Large NYSE-listed Medical
Device Company



Overview: Client had limited visibility into parts disposition, field tech inventory turns and velocity. Their 300 tech field service force had excessive inventory on hand, slow consignment and returns cycles. Tracking was done on Lotus Notes, limiting reporting.

Solution:

OnProcess Field Asset Recovery

- Business analysis
- Technology-supported information flows integrated from disparate sources
- Algorithms developed to improve inventory levels throughout
- Proactive communications to technicians

Impact:

7X ROI, 98% Return Rate

- **6.5** day reduction in cycle days in consignment (order to debrief)
- **16%** pt. lift in overall parts recovery
- Visibility to return cycles at both regional and technician levels

OnProcess Approach

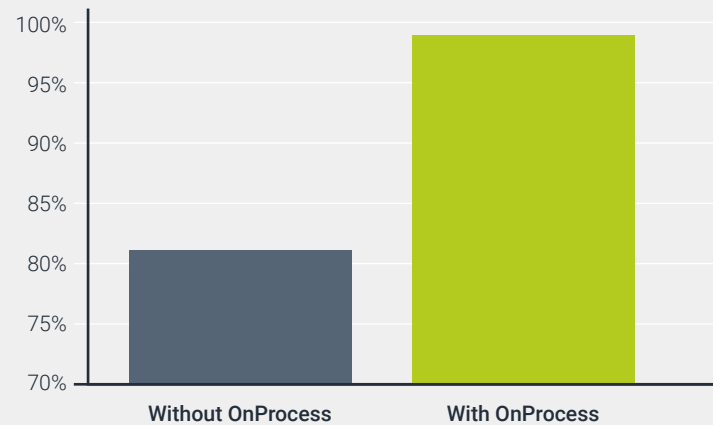
OnProcess performed a complete needs analysis of their service supply chain. Business rules were created and instituted to manage field inventory. Their various disparate data sources and systems were integrated using OnProcess' exclusive technology platform, driving data-based changes in reporting and internal processes.



**Figure 1
Business Impact**

Our complete approach to asset recovery drives transformational improvements in business outcomes

16% Point Lift in Return Rates

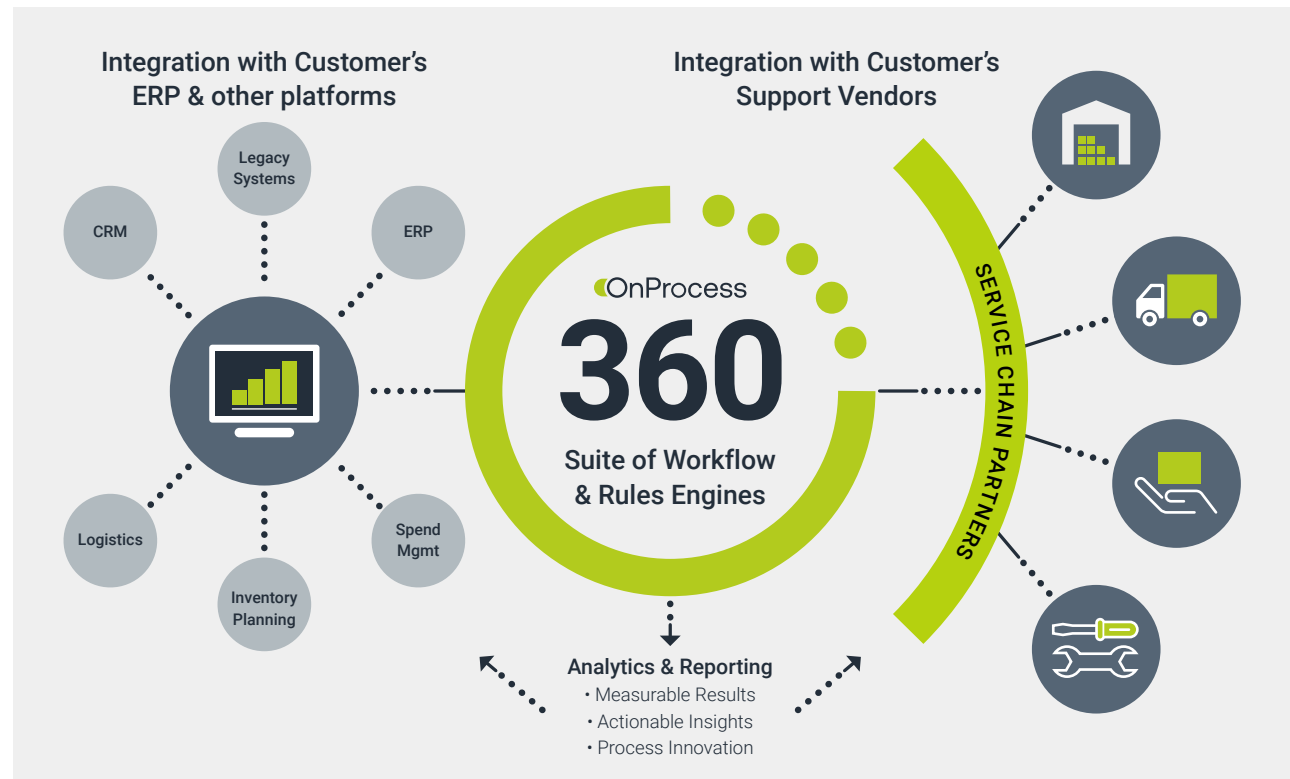


A FULLY INTEGRATED **SOLUTION** DRIVING PROCESS IMPROVEMENTS AND TANGIBLE COST SAVINGS

We dive deep into our clients' operations and systems to find root causes and answers for the challenges you face. Using advanced analytics and predictive modeling, Lean Six Sigma methodology and best practices, we drive continuous, tangible process improvements.



Figure 2 Delivery Model | OnProcess personnel leverage our supporting technology to integrate disparate customer data sources and support vendors.



Key Takeaways

- Reduced consignment days lowers overall carrying costs (CapEx)
- 16%pt. recovery and velocity improvement lowers CapEx and improves repair cycle times
- Reduced stockouts, customer escalations and improved SLA adherence drive higher customer satisfaction, longer LVC

