

## ONPROCESS AT-A-GLANCE

7 Global Operations  
Centers

26 Languages

Leading global client  
base across Technology,  
Broadband, Medical and  
Manufacturing sectors

Average client tenure  
of over 8 years

## IMPACT AND RESULTS

New Buy/CapEx  
avoidance from  
improved asset recovery  
with savings of over \$3  
million dollars or 10%  
reduction in CapEx  
spend

Revenue generation  
through timely and  
effective customer  
onboarding  
and compliance  
management, increasing  
revenue recognition by  
over \$2.6 million dollars  
or a 4% increase.

Improvement in CSAT  
and customer retention

## Home Health Equipment Overview

Offering customers the convenience of advanced medical technology such as medical alert systems, heart monitors, oxygen systems, and sleep apnea equipment in their home is a growing space for many medical equipment providers, but with the impacts of competitive bidding there are also a growing number of challenges.

Home Medical Equipment providers are under pressure to reduce the cost to serve their customers while at the same time seeking to improve the customer experience to increase brand satisfaction and loyalty. In addition, they must find efficient ways to recover valuable equipment at the end of a customer's contract or for non-compliance reasons. Addressing these challenges is often complicated by non-standardized processes across multiple responsibility areas. There is also a need for greater overall visibility into service operations and the customer experience.

OnProcess provides transformational solutions that drive efficiency, profitability and scale in complex, global service supply chain operations. We specialize in serving the Service Supply Chain – everything needed to provide service to your customers after the point of sale. By diving deep into your processes and systems, we find the breakpoints and inefficiencies in your service and use our expertise and Lean Six Sigma methodology to implement process solutions that control costs, increase customer satisfaction and provide the visibility your organization needs to better understand your service operations and elevate customer service.

### CLIENT IMPACT

*"They've significantly reduced our spend by improving our installation rates and getting our equipment back and into repair before we need to buy new... Their technology has made us more efficient by adding visibility into our operations and taking out many of the manual processes. But maybe most importantly, they've added more visibility into our customer experience and how we can make it better."*

Frank O'Brien

Philips Home Monitoring, Senior Director, North American Service Ops

### A SAMPLE OF OUR CLIENTS



## INDUSTRY RECOGNITION

HfS Research Blueprint Report on Supply Chain Management recognized OnProcess with the top ranking of all "High Performers" on the scale of innovation.

OnProcess was specially recognized for its:

- Strength in aftermarket services
- Breadth of solutions
- Vertical market expertise
- Integration of technology into business
- Configurable order management engine
- Strong control tower capability

## OUR SERVICES SPAN SIX CORE AREAS

### Revenue Enablement

Order management as well as providing customer onboarding and activation support to ensure your customers understand and are ready to use the product thereby lowering early customer life cycle churn and increasing customer satisfaction.

### Triage/Customer Support

Managing customer issues with a product, providing Tier 1 tech support, managing entitlement and when applicable monitoring the equipment with M2M technology to provide proactive support and the best customer experience.

### Service Fulfillment

Efficiently managing the dispatch of parts and technicians when needed for installation and service, assuring customer expectations are aligned for a successful install/service event, and proactive follow-up post service to ensure the issue has been resolved

### Reverse Logistics

Recovering valuable equipment from the customer or the field for repair post contract or after a service event and managing the interchange with your repair vendor. OnProcess not only rapidly increases recovery rates and return velocity, but provides visibility into the status of your equipment at all times.

### Transportation Order Management

Using our proprietary Dispatch 360 platform, we provide an easy to use dashboard to interface your existing 3PL provider with your CRM, ERP and legacy systems and even manage the relationship with your provider for a turnkey solution.

### Spend Management

Providing purchase order, invoice management and help desk for your suppliers as well as managing sourcing activities and supplier onboarding, freeing up internal resources.

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**For more information on how we can put the power of OnProcess solutions to work in your business, call us at 508-520-2711 or visit us at [www.onprocess.com](http://www.onprocess.com).**