

# 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

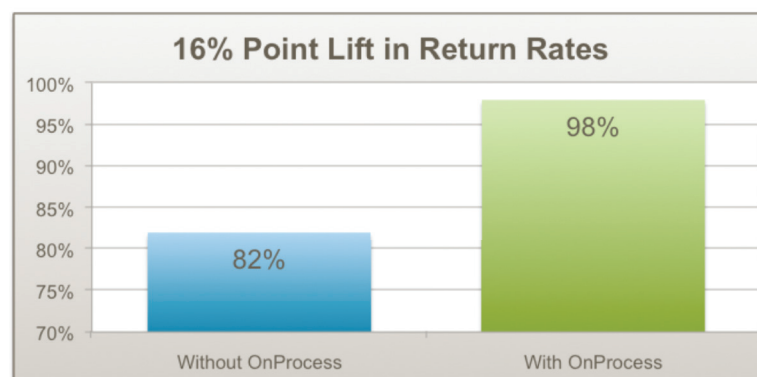
- **6.5** day reduction in cycle days in consignment (order to debrief)
- **16%** pt. lift in overall parts recovery
- Visibility to return cycles at both regional and technician levels

## 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.

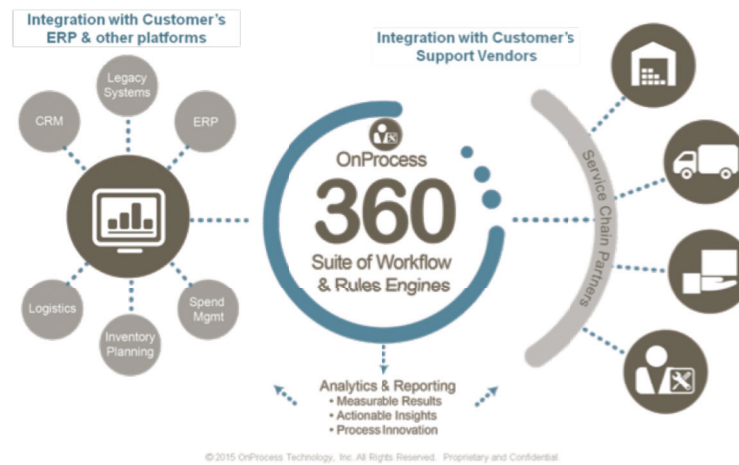
### FIGURE I, BUSINESS IMPACT

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



## FIGURE II, DELIVERY MODEL

OnProcess personnel leverage our supporting technology to integrate disparate customer data sources and support vendors.



## FIGURE III, TECHNICIAN SCORECARD

Our comprehensive reporting provides visibility into regional and technician-level performance

Tech Top 10 Performers

Rep	Total Units	Total Units Open	Total Units Resolved	Total Resolved %	Total Dollars	Total Dollars Open	Total Dollars Resolved	% of \$ Resolved
Overall Performance	37036	3223	33812	91%	\$20,766,690	\$2,154,915	\$18,601,776	90%
Tech 1	3	0	3	100%	\$4,239	\$0	\$4,239	100%
Tech 2	516	0	516	100%	\$52,918	\$0	\$52,918	100%

## 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

## 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.

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)

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