



Optimizing Processes and Reducing Costs for Manufacturers of Industrial and Durable Consumer Equipment

Manufacturers of industrial and durable consumer goods are under tremendous pressure to innovate, accelerate production cycles and minimize costs. To better compete, they must also continuously work to improve the customer experience.

Many manufacturers find these objectives difficult to achieve. They're plagued by high inventory carrying costs, floor machinery that breaks down and delays production, finished products that are rejected because they aren't built to order specs, and missed SLAs that result in expensive penalties, not to mention frustrated customers. Managing warranties and staying on top of changing compliance regulations also put a burden on manufacturers' back-office personnel.

It's hard for manufacturers to optimize these operations. Administration work isn't a core expertise. Plus, there isn't the deep visibility needed to track records through the manufacturing process, and the largely on manual processes are time-consuming and error-prone. All this is exacerbated when ERP, CRM, accounting and other back-office systems aren't integrated, making data management extremely challenging.

The OnProcess Advantage

As a managed services provider specializing in post-sales supply chain services since 1998, OnProcess Technology has a nuanced understanding of the challenges facing manufacturers and a strong record of overcoming them.

By applying our unique combination technology-driven processes, advanced analytics and domain expertise, we transform your entire post-sales supply chain into a completely transparent, efficient and unified operation—and deliver the insights needed to optimize your processes, minimize costs and improve customer satisfaction.



Increase uptime of manufacturing floor equipment

Leverage OnProcess' IoT-based analysis and remote monitoring capabilities to proactively check equipment health and perform repairs before they can cause malfunctions and breakdowns.

Understand how customers are using your equipment in the field

With these insights gained from our IoT capabilities, you can enhance product roadmaps and drive innovation, optimize inventory planning, and reduce both senior-level tech support cases and mean time to resolution (MTTR).

Save money and improve inventory planning

Our Six Sigma lean approach takes waste out of your processes. In addition, comprehensive, automated parts tracking and enhanced supplier management enables you to improve inventory planning while cutting carrying costs.

Ensure products are built to order specifications

Boost SLA meet rates and customer satisfaction, and reduce costly SLA penalties through visibility into and automation of manufacturing processes.

Simplify and accelerate warranty and credit processes, and improve regulatory compliance

OnProcess turns manual, disjointed tasks into streamlined, well-defined claims and compliance tracking processes.

Streamline service supply chain processes

OnProcess experts integrate disparate systems and data sources, and improve your tracking and reporting throughout the manufacturing cycle.



OnProcess Managed Services for Manufacturers of Industrial and Durable Consumer Equipment

Revenue Enablement: We review and realign orders with specifications, assist with validations and use a control tower approach to streamline processes.

Triage/Customer Support: We improve the customer experience at every point of interaction and ensure the right service for the right contract. Using remote monitoring and IoT-enabled technology, we provide proactive and preventive support for manufacturing floor equipment and products in the field.

Service Fulfillment: We manage the dispatch of parts and technicians to optimize service networks and inventory, and rapidly close out service events, meet SLAs, and improve customer satisfaction ratings.

Reverse Logistics: We facilitate, track and expedite the return and replacement of valuable assets from the field or customer, and the movement of defective parts through the repair channel and into inventory.

Transportation Order Management: We manage everything from shipment transportation to tracking.

To find out how OnProcess can help you optimize supply chain processes and reduce costs, contact us at sales@onprocess.com, 508-623-0810 or visit www.onprocess.com.