

## Optimizing the Service Supply Chain with IoT-Enabled Analytics

Customers expect their vendors' products to be reliable. But they also know that even the best-built connected devices and machinery sometimes break down. The more visibility you have into what's happening with your Internet of Things (IoT)-enabled products in the field, the better equipped you'll be to handle this inevitability and turn what could be negative, costly events into positive, cost-effective customer experiences.

### Voice of the Product

At OnProcess Technology, we believe the voice of the product is critical to obtaining this deep level of visibility. We also believe that the best way to optimize your service supply chain is by using advanced analytics and predictive modeling to inform decision-making and improve processes.

That's why we use your customer's machine log files to get a real-time, granular view into their connected product's status. And why we feed these log files, along with the customer's direct feedback, into our analytics and modeling tools.

By employing IoT-enabled analytics in OnProcess' managed services, and using OPTvision, our proprietary control tower solution that combines real-time, end-to-end visibility with advanced analytics-driven alerts, OnProcess teams can deliver the visibility and actionable intelligence needed to enhance your tech support, improve product uptime, implement proactive dispatching and streamline reverse logistics—all while reducing costs.



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## Putting IoT Data to Work for You

OnProcess can help you improve these key processes, among others, by tapping into connected equipment log files:

### Tech Support: Reduce Escalations and Cost

Each time a Tier 1 support professional escalates a service event, your per-event costs go up and your customer's issue takes longer to resolve. Not only are you adding steps to the process, the higher-level support personnel spend valuable time investigating the problem before they can address it. It's difficult to get around this, however, because Tier 1 teams don't have the tribal knowledge that's shared by their more experienced Tier 2 and Tier 3 colleagues.

OnProcess can reduce your volume of escalated calls and the average time to handle them by 25% -35%. We do this by pulling the connected machine's log files into OPTvision, which analyzes the log files and details actions for different problems, and surfaces all that information in a dashboard that includes a system summary, detailed log files, alerts and machine stats. Armed with this information, Tier 1 teams can resolve more calls on their own, reducing the cost of service. When issues must be escalated, Tier 2 and 3 teams can access the dashboard to more quickly understand the extent of the problems, and resolve them faster.

We can also help you avoid No-Trouble-Found (NTF) returns. Failure analysis of returned parts and products indicates that 10% - 30% of returned materials are NTF, meaning the perceived issue could have been resolved without returning the equipment. By setting up business rules to avoid NTFs and analyzing machine logs to find NTF situations, OnProcess can help OEMs realize significant savings.

## Proactive Intervention: Eliminate Problems Before They Occur

Imagine if you knew that a component in a particular product at a particular customer's site was on its last legs? And if you could replace that part before it caused the machine to break down?

Log files speak volumes about a product's performance, reliability, configuration and utilization. By creating a process that monitors IoT machine log files for pending problems and automatically triggers tickets for proactive intervention, OnProcess enables "premium support" for your customers. OnProcess can reduce your dispatch costs and improve the customer's experience by proactively dispatching replacement parts if needed. Instead of shipping same-day replacement parts in response to a critical product malfunction, you can send parts via two-day delivery and ensure your customer's business isn't impacted by problems with your product.

As a by-product of analyzing the IoT data, we can also make available insights on configuration and utilization of installed equipment. Such insights are valuable to product engineering, sales and other groups in your organization.

## Intelligent Routing: Repair and Return Products to Inventory Faster

It's standard procedure in reverse logistics to send returned products to a central receiving location, where they're evaluated for repair, inventory or scrapping. Diagnosing each product's problem can be time-consuming and delay the inevitable next steps. IoT data can accelerate this process.

By accessing an installed equipment's log files, OnProcess dispatch experts can see what the problem is before the product is returned. This often enables us to eliminate the central diagnostic step, skip the receiving stop and route the product to the appropriate location right away. As a result, you can reduce reverse logistics costs and deliver parts to inventory faster.

To find out how OnProcess can help your business leverage IoT data to optimize hardware uptime and deliver a much better customer experience, call us at **508-623-0810** or visit **www.onprocess.com**.