

Corporate Overview

At-a-Glance

2,000 employees
5 global facilities in the US,
India, Costa Rica and Bulgaria
23 languages
8-year average client tenure

Customer Impact

► CapEx Avoidance

\$60M/Yr. savings in inventory
and improved CSAT
Global information storage
company

► OpEx Reduction

\$20M/Yr. savings in service
order management costs
F500 technology company

► Revenue Assurance

\$24M improvement in
operating cash flow
Leading U.S. provider in
broadband services

► Customer Experience

14pt improvement in CSAT
National provider of in-home
installation services

Service Supply Chain Optimization

Turning Post-Sale Services into a Competitive Advantage

As companies that sell physical products know all too well, success depends as much on what happens after the sale as it does on the sale itself. How efficiently and intelligently you handle everything from order fulfillment and customer support through asset recovery, can make the difference between whether your business survives or thrives. That's why so many companies rely on OnProcess Technology.

OnProcess is a managed services provider specializing in complex, global service supply chain operations – the flow of people, parts and services following the sale of a product. Since our founding in 1998, we've helped many of the world's leading organizations optimize post-sale efficiencies, improve revenue and profitability, and deliver exceptional customer experiences.

The OnProcess Advantage

Service Supply Chain Pioneer

Service supply chain is our DNA. From our early focus on reverse logistics and asset recovery, OnProcess has been an innovator in service supply chain management and optimization. Our expertise in navigating the challenges inherent in every point of your process helps transform your service supply chain into a competitive differentiator.

Technology-Driven Delivery

Our proprietary OnProcess 360 platform underpins our delivery, enabling us to integrate previously disconnected data, automate manual processes, reduce handle time across operations, and drive unparalleled efficiencies.

Analytics-based Process Improvements

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.

OPTvisionSM Visibility and Micro-Analytics Platform

OPTvision is the industry's only control tower solution that combines real-time, end-to-end visibility with advanced micro-analytics-driven alerts to enable significant improvements in post-sale supply chain revenue, cost-to-serve and customer satisfaction. It's used by OnProcess account teams to proactively manage customer support, field service, return and repair services, and by our clients to gain a deeper understanding of their post-sale operations.



Industry Recognition

"OnProcess' growth is attributable to its service supply chain focus and technology-led delivery. It is one of the few providers with strong SCM-focused proprietary technology capabilities."

-Everest Group

"OnProcess is a leader in after-market services, an innovator that thrives on technology and has strong vertical expertise in broadband, hi-tech and medical devices."

-HFS Research

For more information about how OnProcess can help your business, contact us at sales@onprocess.com, U.S. 508-623-0810, The Netherlands +31 (0)20 2184623 or visit www.onprocess.com.

Service Areas

Revenue Enablement

We proactively reach out to your customers to fix broken orders, assist with product/account activation and educate customers in order to minimize remorse returns and increase cross-selling.

Triage

We improve the customer experience at every point of interaction, expediting problem-solving with more first-contact resolutions, and saving higher-value tech support resources for escalations. From managing entitlement to using remote monitoring and machine enabled analytics to provide proactive and preventive support, we cover all the bases.

Industries & Clients

Our service supply chain pedigree and deep vertical market expertise enable OnProcess to rapidly deliver measureable, long-term results at scale for clients such as these:

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 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 and dispatch, to tracking in transit, carrier onboarding and invoicing, and customer billing, as well as transportation logistics helpdesk.

Technology



Broadband





Medical

Logistics



Manufacturing



Mobile

