

Photo Imaging Device Manufacturer

Case Study



The Challenge

A major photo imaging device manufacturer had an unexpected need to replace a specific engineered component in more than 5,000 of their photo imaging devices in retail locations nationwide. The replacement program required technicians to be both trained on the specific task, and to pass a unique Hazmat test in advance. In the retail environment, even minimal downtime while servicing photo imaging devices equates to lost revenue for the retailer. The result is poor customer satisfaction for both the manufacturer — whose customer is doubting the integrity of the equipment, and the retailer — whose customers feel inconvenienced and may take their business elsewhere.

The Solution

DecisionOne implemented a three-pronged approach that leveraged its field, remote, and logistic capabilities. DecisionOne created an equipment replacement training DVD instructing our technicians how to complete the replacement in less than 45 minutes. A program was also implemented so technicians could take the Hazmat test and be authorized to perform the service. To track the needed parts and ensure availability, DecisionOne's Logistic Services organization maintained parts inventory and shipped them on request to field technicians. DecisionOne scheduled directly with the retailers for specific times that fit into their schedule to minimize equipment downtime and customer inconvenience.

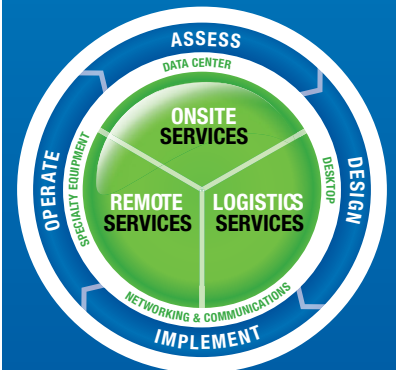
The Results

The client achieved the following results:

- Major engineering change performed on 5,000+ devices nationwide in less than three months — on time and on budget
- Replacements completed in less than 45 minutes, off-hours and according to individual retailers' own requested schedules, with excellent customer satisfaction ratings across the board
- On-time project completion due in part to timely delivery of more than 5,000 parts
- Single-source program oversight — keeping DecisionOne, the OEM client, and their retail customers informed throughout the process
- Substantial cost savings made possible by leveraging DecisionOne's specialized workforce and service delivery model

"Although the project went out to bid, and could have been divided among many vendors, it was DecisionOne's reputation, ability to scale quickly nationally, and extensive experience that made DecisionOne the only choice for the entire project."

— OEM Customer



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