

Photo Imaging Device Manufacturer



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.

Our Solution

DecisionOne proposed and implemented a three-pronged approach — executed nationwide — that leveraged its field, remote, and logistic capabilities. From a field perspective, DecisionOne created an equipment replacement training DVD instructing DecisionOne technicians how to complete the replacement in less than 45 minutes. In addition, a program was implemented so technicians could take the Hazmat test and be authorized for the service. In order to track the needed parts and ensure their availability, DecisionOne's Logistic Services organization accepted responsibility for the parts inventory and shipped them on request to our field technicians. Lastly, DecisionOne established a Program Management Office (PMO) to track and monitor all components of the project from beginning to end. DecisionOne scheduled directly with the retailers for specific times that fit into their schedule in order to minimize equipment downtime and customer inconvenience.

Results

Based upon DecisionOne's successful kiosk equipment replacement services, our customer was able to achieve the following:

- Major engineering change performed on 5,000+ devices nationwide in less than three months — on time and on budget
- Single-source program management and oversight — keeping DecisionOne, the OEM client, and their retail customers informed throughout
- 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
- Cost-competitive solution made possible by leveraging DecisionOne's specialized workforce and service delivery model
- Receiving, warehousing, tracking, and just-in-time shipping of more than 5,000 parts, which varied according to device 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

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.