

Case Study

Global Manufacturer Improves Field Service Operations

Challenge

Lower field service and parts inventory costs without negatively impacting customer satisfaction

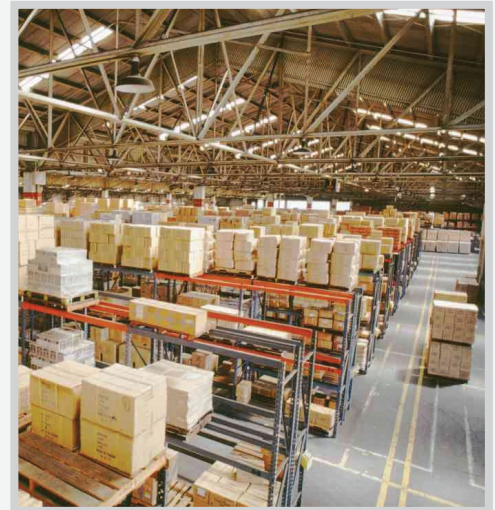
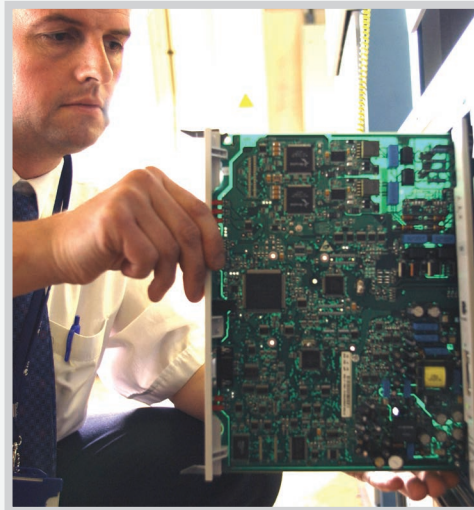
Solution

Ayata prescriptive analytics software to model the entire field service process and support smarter decision making

Results

Clear understanding of the levers that drive field service and parts inventory metrics. Lowered field service/parts costs while actually improving customer satisfaction

A global manufacturer has one of the largest field service and parts logistics operations in the world. It has several important performance metrics including Customer Satisfaction (CSAT), Resolution in one visit (Ri1), and Cost per Dispatch (CPD). In a constant effort to improve these metrics and lower costs, the manufacturer needed to better understand how these metrics are connected and predict how key decisions will drive these metrics.



Many “versions of the truth”

Executives intuitively understood the relationships among the metrics and the drivers, but did not have fact-based, analytically rigorous understanding of the whole business. Different parts of the organization had different “versions of the truth.” The company needed a single, integrated view of their field services operation with a clear understanding of the levers and their impact on the performance metrics.

Ayata facilitates smarter decision making

Ayata is the leader in Prescriptive Analytics – the science of automatically synthesizing big data, mathematical sciences, business rules, and machine learning to make smarter decisions about future outcomes of a business process. Ayata’s patent-pending technology can not only predict future outcomes, but also prescribe decision options and show the impact of each option.

The Ayata software can process thousands of rules and tens of millions of data records using a SaaS (Software as a Service) delivery model. The software not only predicts the “what will happen” and “when it will happen,” but also “why it will happen.” More importantly, the software can also suggest decision options on “how” to take advantage of a future opportunity (or mitigate a future risk). The software can continually and automatically process new data to improve prediction accuracy and provide better decision options.

“We didn’t just analyze each metric in isolation, we looked at them holistically.”

ATANU BASU, CEO, AYATA

Ayata processed the manufacturer’s immense field service and parts operations data to:

- Illustrate the interrelationships among the performance metrics, allowing management to consider how changes in one area would impact others
- Isolate the ideal balance of parts availability to satisfy upcoming field service demands without triggering unnecessary inventory costs
- Predict upcoming challenges and opportunities in key markets and provided specific recommendations on the responses to be taken

“We didn’t just analyze each metric in isolation, we looked at them holistically,” said Atanu Basu, CEO of Ayata. “Ayata’s prescriptive analytics software helped define what data was important to monitor and then generated relevant, actionable recommendations to implement. The intuitive dashboard interface enabled managers to quickly turn the knobs on different levers to see the impact on metrics so they could make smarter decisions.”

Rigorous Model Drives Down Cost and Improves Metrics

Ayata delivered the foundational model for the company’s field service and parts logistics planning and decision-making. The model enabled the company to make smarter decisions on personnel, training, and parts inventory. The company:

- Identified and quantified the specific levers that it can affect to avoid future issues while capitalizing on opportunities.
- Determined which parts would be needed in which region and when (by month).
- Reduced inventories without hampering field technicians’ ability to deliver quality service.
- Boosted Ri1 and CSAT metrics without increasing CPD.
- Quantified the relationship between field technician tenure and CSAT and restructured its training and staff retention efforts.

As a result, CSAT and Ri1 and CPD metrics improved sustainably.

Ayata may be able to deliver similar results at your organization. *To learn more, visit www.ayata.com or contact us at 888.982.9282.*