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Case Study – Service Trac

Context

The client is a global technology giant with a large installed base, sales and support operation in India. Support service is rendered to customers in 83 cities through a network of 250 service partners.

Approximately 40,000 parts move back & forth between multiple warehouses located at major cities and the service partners per month. Active parts are dispatched & the part claimed to be defective is returned to the warehouses.

Parts are expected to be returned on time in order to keep parts Works-in-Process or WIP Inventory levels in check. Parts are routed to specific warehouses based on location & the 'Active' or 'Defective' state of the part. Some parts are, however, exceptionally routed to a different warehouse.

Returned parts are segregated and sent to the 'in-country' repair centres where it is determined if 'No-fault-was-found' with the part or if the part is to 'scrapped' or 're-exported' (as most parts originate from divisions of the client outside India). 'In-country-repair-centres' are measured separately for Repair Turn-Around-Time.

An appointed vendor manages the warehouses using a home-grown legacy warehouse management system. The client uses a combination of legacy support application & SAP too manage the data flows, interactions and reporting required.

Existing systems do not cater to all the requirements of running a large operation such as this. Phone, email and office tools such as Excel are used to compile reports, send necessary information and for follow-up.

Redlye Charter

Having multiple technology partners to choose from, the client chose Redlye and chartered Redlye to:

1. Analyse & map the entire set of current processes including data elements, data flows and multiple data sources.
2. Design a solution that is instrumental in reducing Work-In-Process or WIP Inventory levels.
3. Design a solution that integrated service partners as well as the client's communication & transactions needs into a single portal.
4. Vastly improve efficiencies related to transaction processing & communication using the best & most cost effective technology available.
5. Develop & implement the solution in a short time frame.

The Redlye Solution

Redlye quickly understood the current processes & data flows in the first three 'download' sessions with the client.

Subsequently, Redlye developed the high level requirements, schematic, proposed technical architecture & key features of the proposed application. The client feedback on this approach document was used to develop a detailed design.

Subsequently, the client then vetted the detailed design against the business objectives once again and gave Redlye the sign-off to develop the solution.

Features

The solution's features include:

- Automatic loading of Parts Dispatch, Active Receipts & Defective Receipts data from/to the Warehouses;
- Customisable multiple levels of advance email notifications to partners who are setup with email IDs;
- Customizable Location-Default Warehouse-Exception Warehouse Matrix;
- Extension related workflow – a client manager may 'grant' any number of extension to the returns date for valid reasons;

- Instant transaction processing combined with workflow for Partners anywhere in India – for e.g. Dispatch Challan generation & printing.
- Automatic disposition of parts based on 'Disposition Masters' which can be 'uploaded' to the application;
- Exception routing for parts that are NOT to go to the default warehouse for some reason;
- 'Suspended Closure' to synchronize closure status of cases with parent systems;
- Extensive reporting & reporting related workflow;

Technology

The solution is built as a secure internet portal to enable the connectivity over a vast network that is the internet.

The web technologies that Redlye used are C#, ASP .NET, ASP, VBScript, JavaScript.

SQL Server 2000 is the database.

All reports are available in MS Excel converted formats.

The solution is hosted on a closely managed 'near' internet based Compaq ProLiant ML350 Server running Windows 2000 Advanced Server, SMTP & .NET Framework.

Customer Satisfaction

The client has now commenced the roll-out of **ServiceTrac** to all 250 partners, region by region, covering major volume partners first as quickly as possible. This is more than ample testimony to the successful design, development & deployment skills of Redlye in a complex business process.