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OEM supply chains: connected dealer and assets as-a-service solution

An integrable solution that connects OEMs, equipment, and dealers to boost supply chain and service performance

The challenge: lack of visibility of customers' equipment service needs and inaccurate dealer planning

Today's original equipment manufacturers (OEMs) are having a tough time. Facing ever-higher customer expectations and competition, they must support their dealers' productivity and efficiency by preventing fill-rate issues and other collaboration concerns. They have to consistently provide the right parts at the right time, and service of the highest caliber.

But without supply chain visibility or the right tools, it's hard to accurately predict service and parts demand. Inventory can pile up and drain working capital. And when dealers, manufacturers, and distributors all use different systems, no one really has a complete picture of service-support or spare-part needs. Factor in an inaccurate installed base, limited tracking of equipment health, and complex repair logistics, and accurately predicting and planning for service and parts becomes almost impossible. This gets worse if there's no single view of inventory consumption, spare parts stock levels, or service claim management.

Our solution: a connected dealer and assets as-a- service program that unifies parts and service needs.

Genpact's connected dealer and assets service solution is a technology-enabled managed service model that links OEMs and their customers' assets to spare parts and service dealers, through a modular integrable solution.

At its core, it's a system that integrates dealers into OEMs' parts supply chain and customer equipment or assets. But its capabilities go further than that. It manages inventory, ensures asset uptime, and enables great customer service.

First, we work with clients to build scenarios around how to integrate the OEM supply chain network. These scenarios simulate partnerships, delivery models, service levels, and fill rates. Once we've assessed all the options, compared trade-offs, and settled on the right strategy, we deploy the digital solution - a control tower and dealer engagement platform.

Then we add in an IoT platform that connects assets to remotely monitor and coordinate service.

With this enhanced visibility, we can then provide services such as forecasting, planning, and managing orders, warranties and claims, make repair requests, and register service needs.

It's flexible too, working alongside some of our partners' technologies such as ClearOps, PTC, Salesforce.com, and Cora SeQuence (Figure 1).
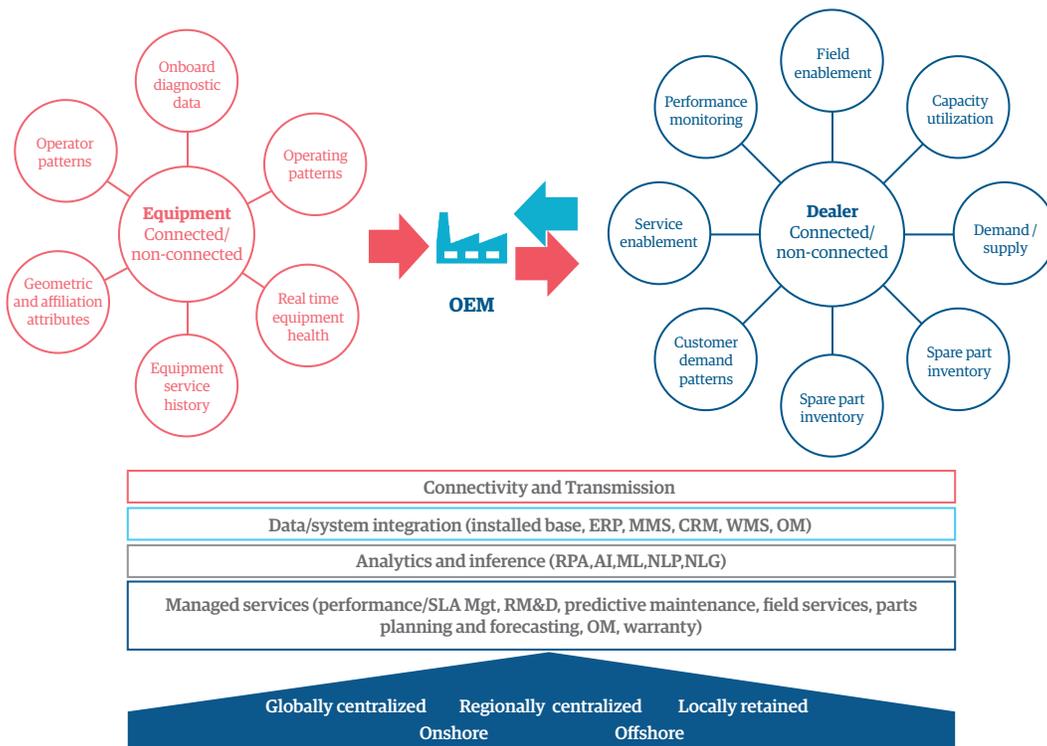

Figure 1: A holistic connected dealer and service solution

The impact: happier customers all along the supply chain. Longer contracts. More revenue.

This solution has delivered significant results for our customers. One manufacturer saw its customer fill rate increase from 65% to over 85%. The firm also cut inventory obsolescence by 9%, cut repair turnaround time by 50%, and now solves 17% of maintenance issues remotely. What's more, the firm's first-time fix rate improved by 10-15% and downtime dropped by 15-40%.

It gives OEMs a true competitive advantage, with over 95% accuracy in dealer performance monitoring. With end-to-end inventory visibility across the network, it reduces excess and obsolescence. Plus, it provides a clear view of installed base health. All of this means happier customers, and so you'll get more revenue from parts and service and longer contracts.

Dealers can also expect higher product and service sales, longer service contracts, fewer obsolete parts, and faster inventory turnaround. And because equipment uptime and availability boosts productivity and lowers the total cost of ownership for their end clients' as well, it's a win-win for everyone.

About Genpact

Genpact (NYSE: G) is a global professional services firm that makes business transformation real. We drive digital-led innovation and digitally-enabled intelligent operations for our clients, guided by our experience running thousands of processes primarily for Global Fortune 500 companies. We think with design, dream in digital, and solve problems with data and analytics. Combining our expertise in end-to-end operations and our AI-based platform, Genpact Cora, we focus on the details – all 87,000+ of us. From New York to New Delhi and more than 25 countries in between, we connect every dot, reimagine every process, and reinvent companies' ways of working. We know that reimagining each step from start to finish creates better business outcomes. Whatever it is, we'll be there with you – accelerating digital transformation to create bold, lasting results – because transformation happens here, at Genpact.com.

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