

Case Study

A partnership worth exploring



and



A Global IT Company



Executive Summary

In Time Tec partnered with a major IT company to collect and analyze device errors in order to proactively analyze and report data trends.



THE CLIENT

About Global IT Company

A global information technology company that develops and provides a wide variety of devices, as well as software and related services to consumers, small and medium-sized businesses (SMBs) and large enterprises.



THE CHALLENGE

Perpetual Errors

The devices our client sold to their customers were throwing errors, causing customers to complain and have downtime in workflows. The client's customers would see these errors regularly and become frustrated. Eventually, the customers would complain and threaten to change providers.

Additionally, our client was losing money since they charged per use of the device; since the device had errors, it was not being used. Each device has its own error repository so the client was collecting data but not analyzing and making decisions about it.

THE SOLUTION

Monitor, Analyze, Upgrade

In Time Tec built a data warehouse to monitor and analyze the devices internal error reporting systems. Our solution pulls the device error data into a data warehouse to be analyzed and acted upon. We have also built models that look for trends in the errors so major changes can be made before the errors cause problems for the customers.



THE RESULT

Customer Satisfaction

- Customer satisfaction increased: Before, customers would collect data for months before bringing it to our client. Now our client is able to go to them and be proactive on a daily basis.
- Less downtime: Our system can find trends and suggest hardware or firmware updates before it becomes a major problem.
- Increased revenue: Since devices are not down as often, customers are using them more and therefore our client is making more money.