



***IT Solution Aids Manufacturing Industry***

***To Have A Firm Grip Over Automotive Business***

## Overview

### Need →

To Create a process and a set security needs to standardize authorization and user account management for a global business building ease and accountability into the supply chain for efficiency in the process of root-cause analysis.



Walkwel' s Management process introduced a streamlined, automated materials recovery process and a centralized analysis system, geared to the specialized needs of engineers and suppliers

### ← Solution

## Benefits



Improved materials recovery time from 2-7 days



Increased dealer return rate from 40 percent to nearly 86 percent



Enhanced visibility of root-cause analysis results



Helped speed up product enhancements



## Background

One of our global manufacturing clients was endeavoring expertise to serve them with a platform to optimize their user onboarding methods and facilitate self-service of password administration. They had a Security Infrastructure team who was responsible for security management methods and policies. They had notable experience with operating network-centric user closets and repositories.



Being a big organization, the business owned multiple departments with significant technology ecosystems to support users in different parts of the world such as America, some parts of Asia, and Australia. This manufacturing organization demanded to stabilize a ‘trusted source’ of records to properly validate the creation of new user accounts for workers, contractors and external associates.

The organization contacted Walkwel to increase business performance by delivering an innovative solution for ease and liability into the supply chain for productivity in the process of root-cause analysis. Along with this, the business required modern strategies for product improvement of parts under warranty—a crucial element that aids in reducing costs and encouraging customer satisfaction.

## Problem

Today the manufacturing market is going through a highly competitive environment. Therefore, the client regularly looks forward to improving its stocks and customer service. The client recognized the essentialness to feed the advances by speeding up the reverse logistics of materials recovery.

The engineers at Walkwel thoroughly observed the inclinations of warranty parts improvements in order to reach crucial judgments regarding parts compelling reports. The dedicated team of Walkwel engineers came across the following challenges:



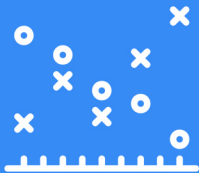
The recovery process for materials took several days.



Dealer return rate was notably low.



Poor visibility of root-cause analysis results.



Negligible product enhancement.



Improper supply chain and accountability.



No automated platform for the employees and customers.

## Solution

After closely monitoring the traditional strategies, Walkwel engineers deeply researched all possible solutions to outcome all the major challenges faced by the manufacturing business.

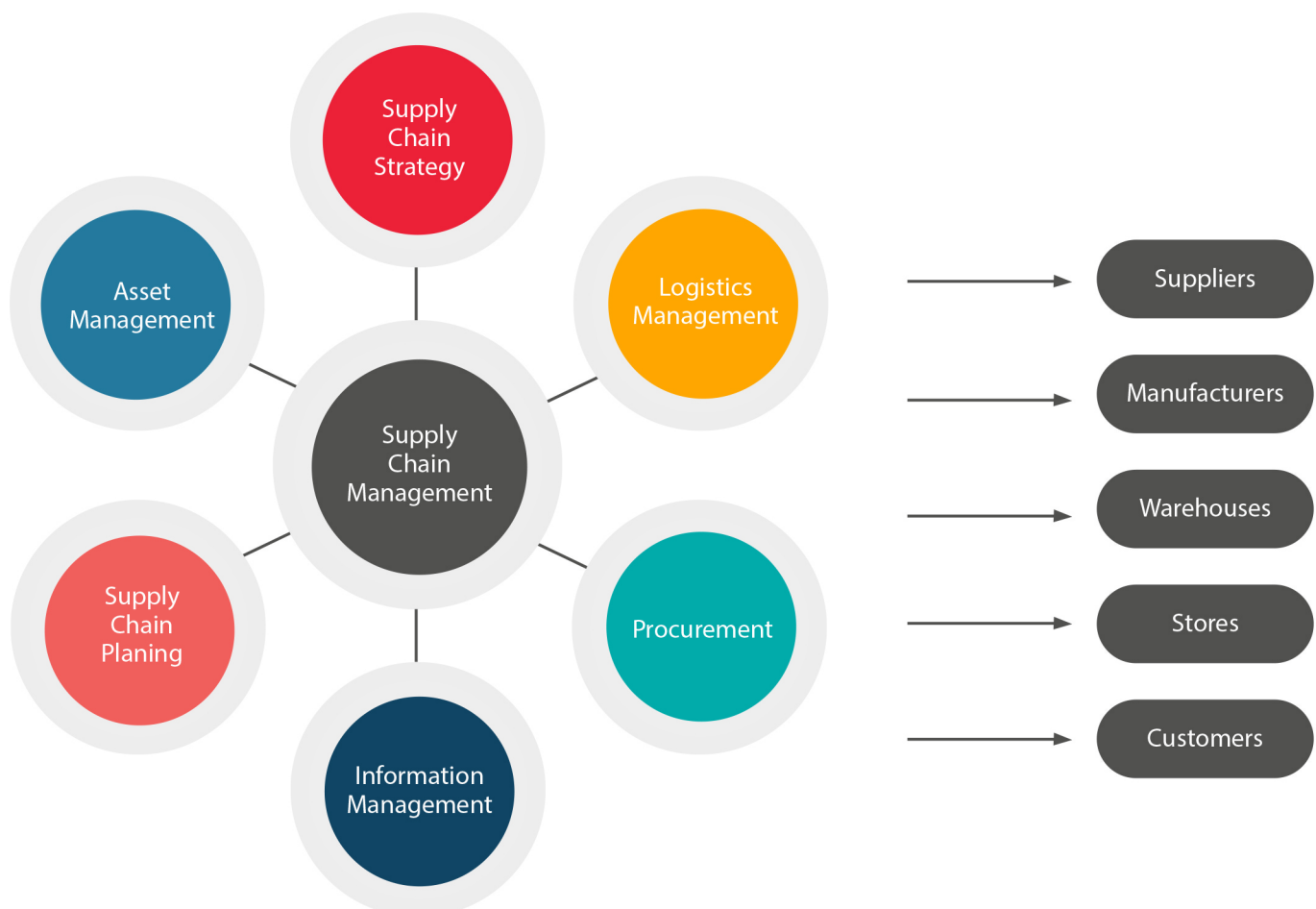
The developers focused on the following researches before developing the IT Solution that aids manufacturing industry to have a firm grip over automotive business:



- 1 What are the traditional strategies followed by the management team for the benefit of the business?
- 2 What were the major drawbacks and lacking factors of these strategies?
- 3 Do the targeted implementations and reformed strategies fulfill the client requirements?

After fruitful meeting with the client, the Walkwel started implementing best solutions to develop a significant platform to invalidate the difficulties. A critical initial step was ascertaining a reasonable path to uniquely recognize users and control the decent connection between their accounts and similar data privileges. The following proposal was implemented:

Walkwel developed an ultimate solution software that was based on new strategies to resolve all the difficulties faced by the manufacturing industry. The dedicated engineers provided project oversight, communication, and coordination to guarantee operational enthusiasm at go-live. We worked with the client to clarify objectives, manage team composition, create outline controls, and lay out a detailed project plan.



As per the demands of the client, Walkwel accomplished the following works:

- 1 Walkwel applied the supply chain strategy to build ease and accountability into the supply chain for efficiency.
- 2 The developers implemented proper information management plans to provide better customer services.
- 3 In order to meet the demand and maintain the flexibility, automated platform for customer and employees was introduced.
- 4 To boost customer-relationship, modern tactics were adopted to increase dealer return-rate.
- 5 Significant technology environment was provided for smooth working and improving the productivity of the business.
- 6 The solution provided a complete procedure and information about the availability of raw materials, the number of orders, delivery records as well as payment records. Hence, the administration gets early warnings in the supply chain.

## Results

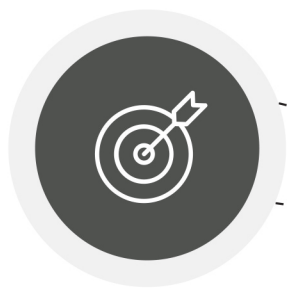
Walkwel delivered foundational Identity and Access Management capabilities for our client. We helped them standardize their processes globally across divisions to uniquely identify users, onboard new users and allow them to self-service password management. These standard security services resulted in reduced operational effort/expense for our client and strengthened their ability to comply with various regulations.

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### Benefits of Supply Chain Integration







Better understanding of course and better ability to serve them



More cost effective and efficient, with increased ROI and Profit Margins



Reduce wasted material and time and redundancy in supplier function



Keep up with demand and be more flexible to changing markets



Less risk and enhanced competitiveness



Better opportunity for investment when operating with collective power



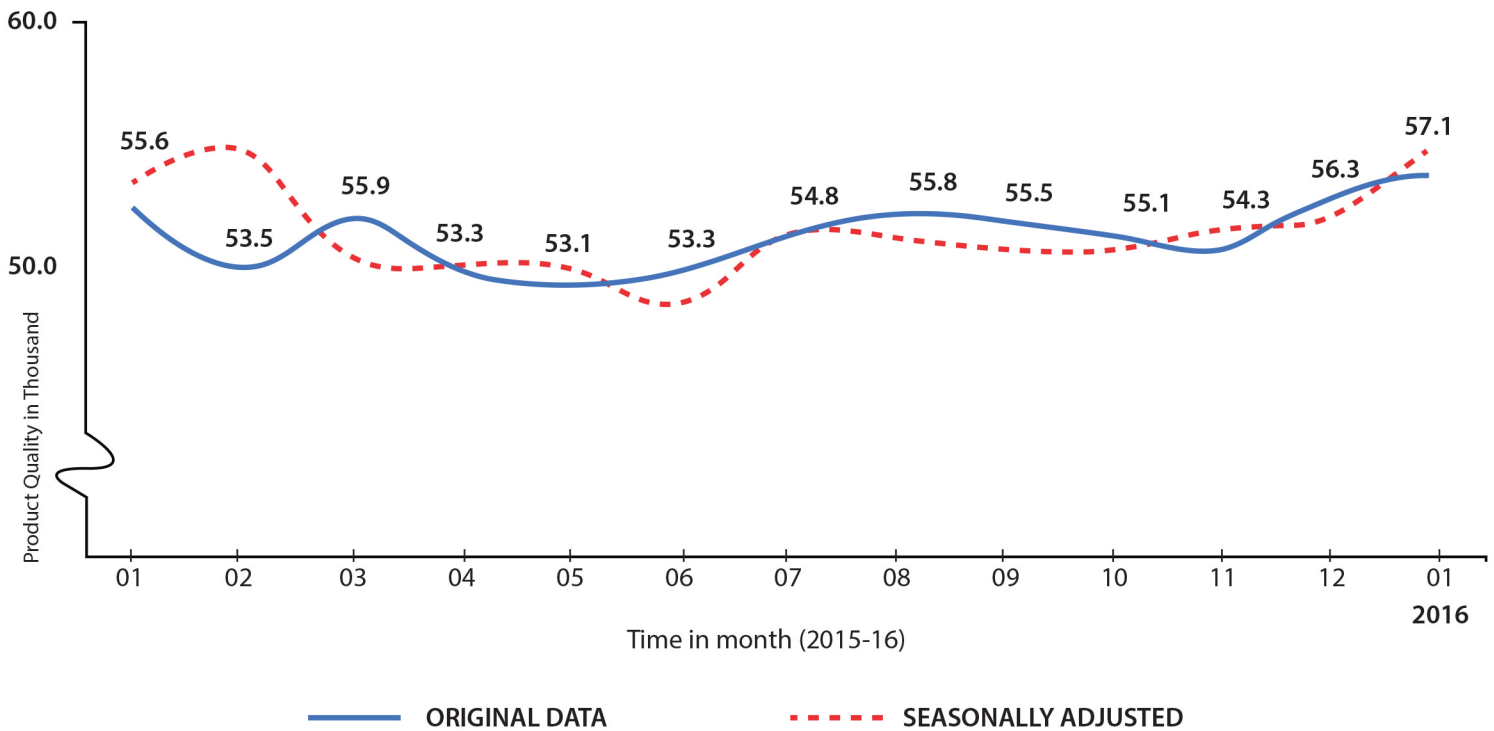
Get early warning for problems anywhere in supply chain due to information sharing

Major growth in results is:

1 Improved materials recovery time from 2-7 days

- 2 Increased dealer return rate from 40 percent to nearly 86 percent
- 3 Enhanced visibility of root-cause analysis results
- 4 Helped speed up product enhancements
- 5 Cost-effective manufacturing processes and better opportunities for investment that helps in boosting business profit.
- 6 The solution helps to maintain customer records, no delays to deliver orders, automated platform for customers and improved customer services.

Sales Value of the Manufacturing (2015-16)







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