



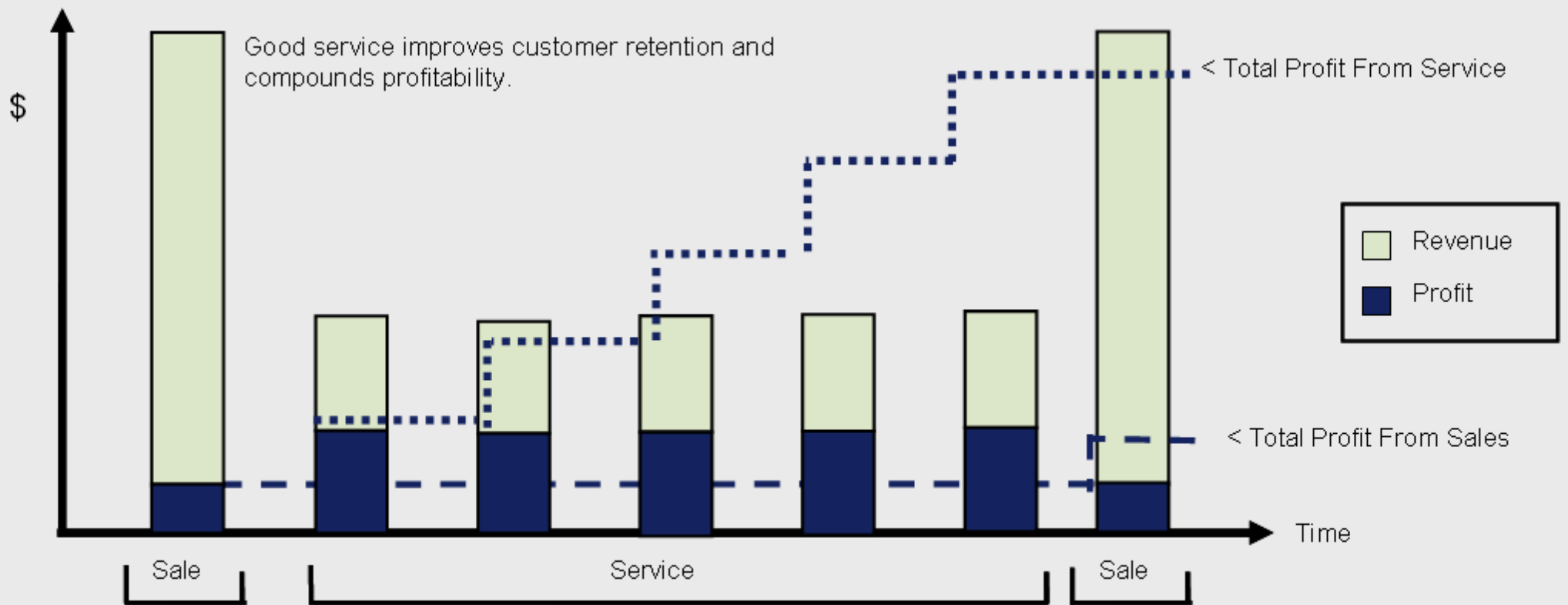
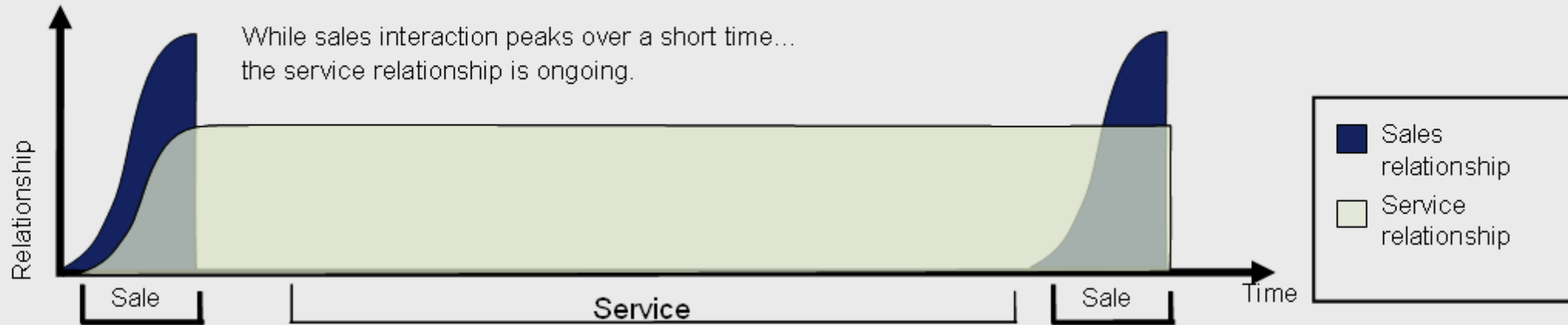
components for enterprise intelligence

Service is different

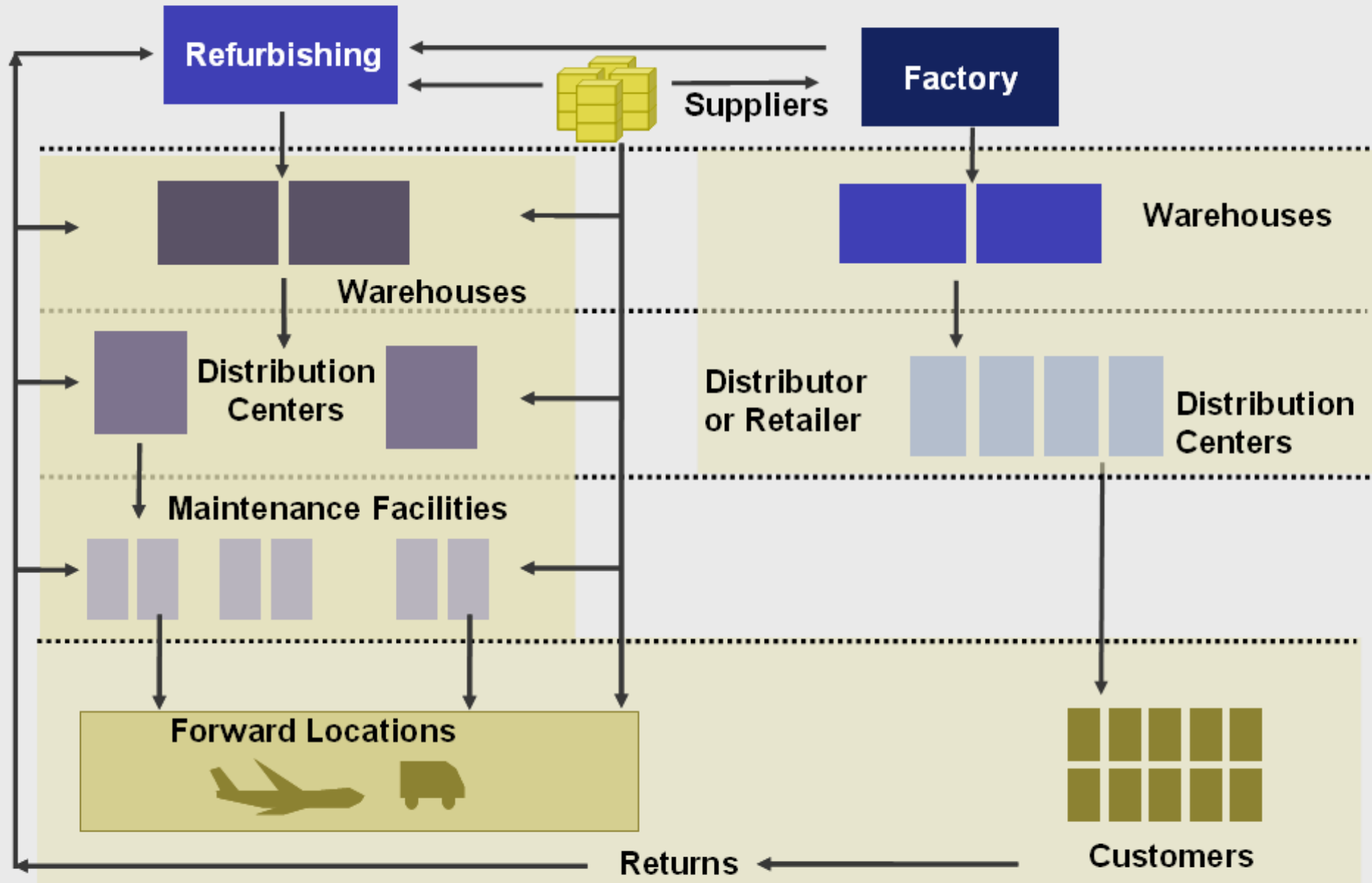
January 2008



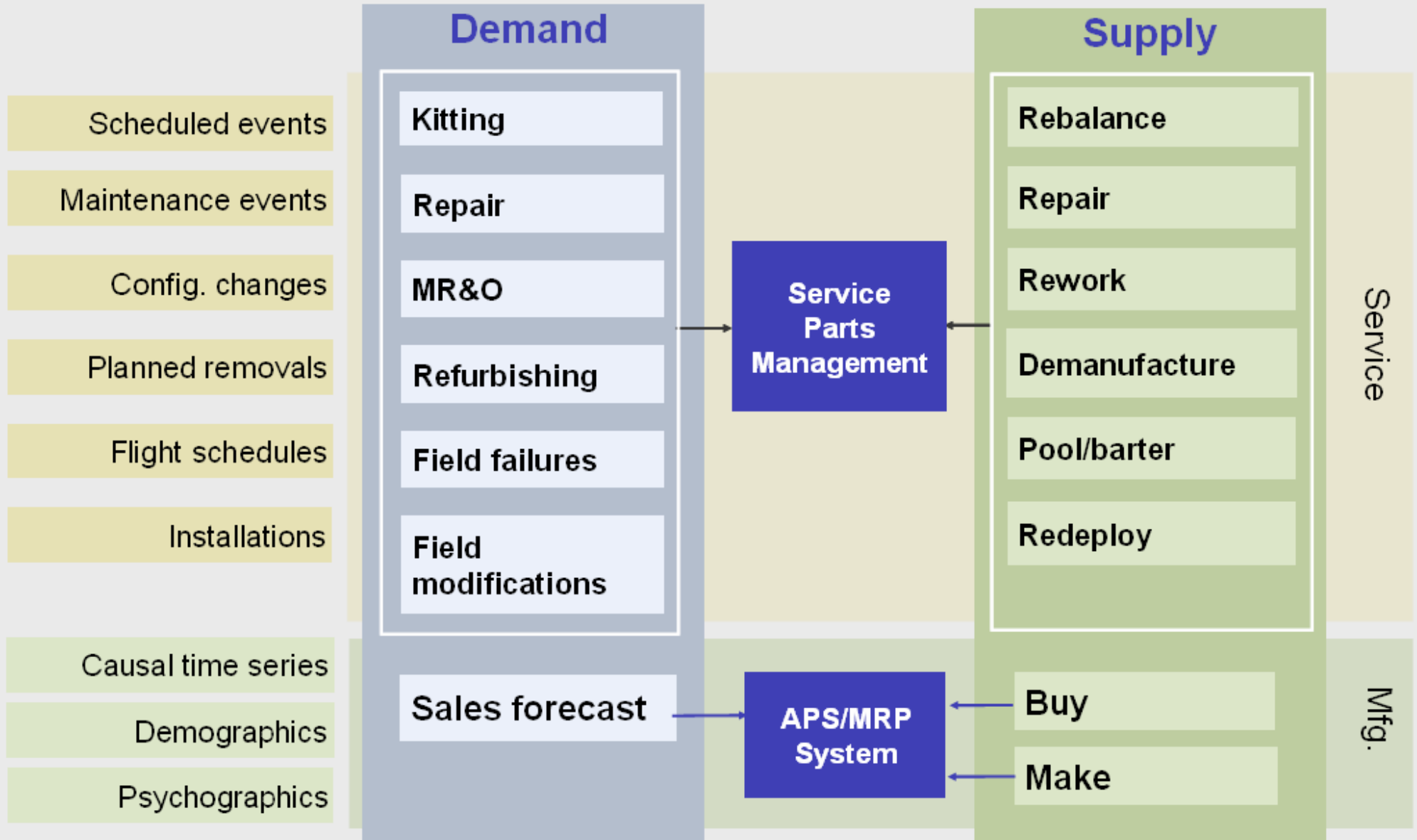
Service revenue & profitability



Service network



Service supply & demand complexity

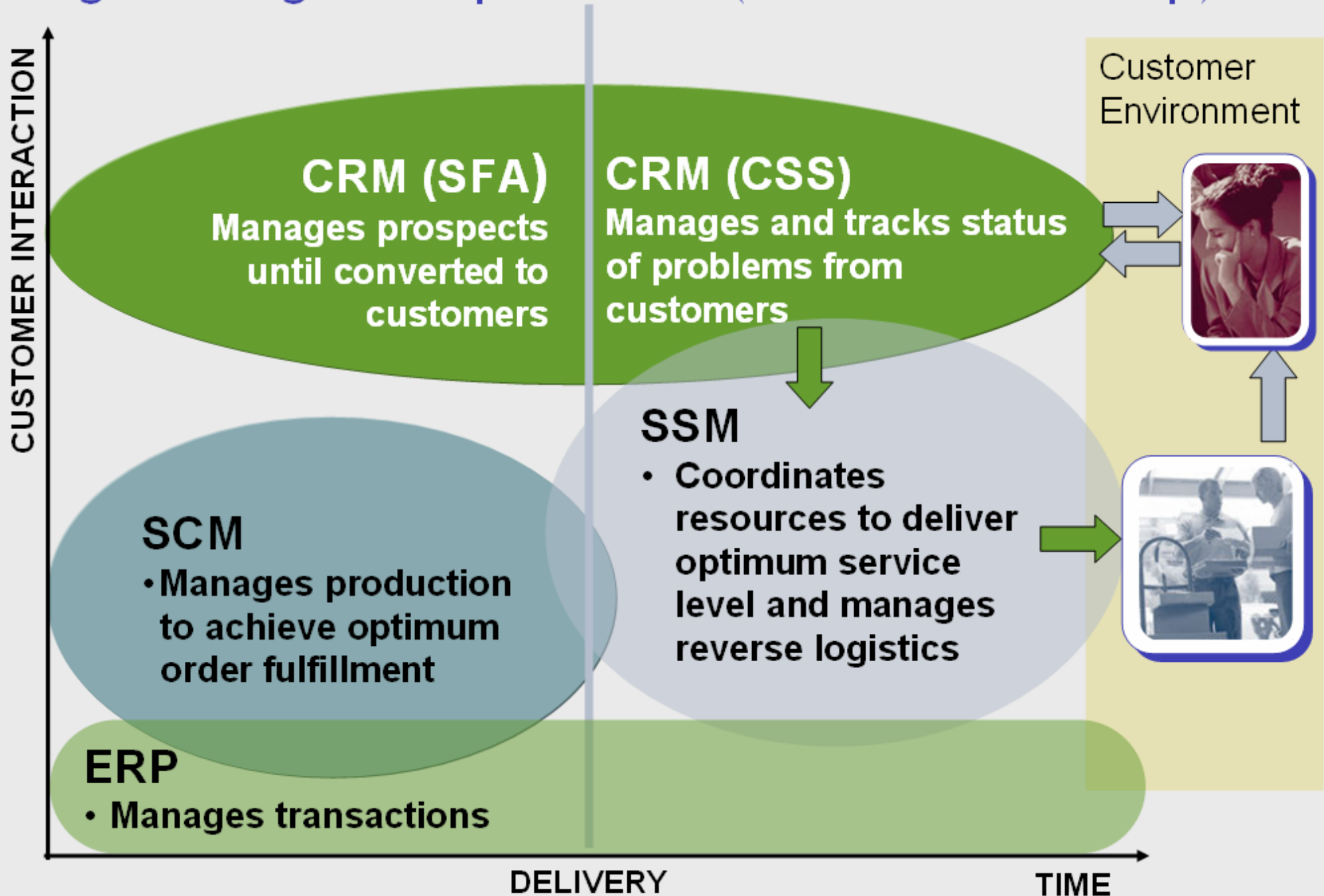


Service data model differentiators

- Probabilistic demand for parts
- Dynamic BOM
- Parts chaining
- Categorization of inventory
- Integrating reverse logistics

- And more (in the detail)

Augmenting other platforms (with little overlap)



Service capability maturity model

	Stage 1 Firefighting	Stage 2 Operational Control	Stage 3 Performance Maximization	Stage 4 Growth Engine
Process Focus	Execution through ERP/CRM	Planning and Visibility	Optimization and Performance Management	Integrated Service Management
Technology Focus on Automation	<ul style="list-style-type: none"> Inventory control Call center mgmt Customer case management Work order processing Product/catalog mgmt Technical documentation mgmt 	<ul style="list-style-type: none"> Inventory forecasting and planning Replenishment and repair planning Exception monitoring and analysis Scheduling and dispatch Mobility and tracking 	<ul style="list-style-type: none"> Advanced parts optimization Integrated product lifecycle mgmt Order planning and sourcing optimization Manpower planning and optimization Territory mgmt Performance analysis 	<ul style="list-style-type: none"> Multi-enterprise collaboration (dealers, suppliers, partners) Integrated part and technician dispatch Integrated parts, labor and pricing optimization Integrated returns and warranty mgmt Contract/warranty and market profitability analysis Integrated service offering and market planning
Measure	Response Time →	Service Level →	Profitability →	Growth



components for enterprise intelligence

www.entercoms.com

545 East John Carpenter Freeway, Suite 300 | Irving, Texas USA 75062 | phone +1 972 719 9095

204 Mantri Vertex, Law College Road, Erandwana | Pune, India 411004 | phone +91 20 2545 0971

