

CASE STUDY



**Fortune 500
Automotive**

\$166.3B+

Revenue

35%

Savings

1999

Services established with SSCS

“SSCS has the best in breed portal we have seen in the industry.”

–Managing Director / Buyer

This automaker designs, manufactures, markets, distributes vehicles & vehicle parts, and provides financial services to its clients. With global headquarters in Detroit, Michigan, United States, this automaker manufactures cars and trucks in 35 countries. In addition to its line of assembled vehicle brands, this company also has had various automotive-component and non-automotive brands.

Coverage

The automaker’s parts distribution centers require a 24x7 operation and are very dependent upon a computerized inventory system that maintains inventory and controls the dispatching of ordered parts. The supply chain of parts is critical to profitability and client satisfaction. A global contract is required, while maintaining a consistent service product.

As production is a critical matter for the delivery of warranty and replacement parts, enterprise hardware system down-time must be avoided to keep their clients happy and their high quality of service reputation intact.

SSCS provides:

- Adherence to tight schedules and a resilient service model
- Global management of hardware asset stability
- Consultancy services
- No hidden agenda
- Strong relationship through detailed communication
- Impressive technical knowledge

Better Service Call Management

SSCS operates a global call center 24x7x365 to provide a command and control function for our field staff and management. Using SSCS’s uncompromising adherence to resolving all service call issues as fast as possible, our client has been experiencing a consistently high level of service and service quality. Such was the success of the program that SSCS remained a valued vendor for 14 years and 5 different prime contractors until 2013 when a direct relationship was formed once the “reverse outsourcing” was underway and all IT function came back to the automaker.

Savings

This automaker is constantly looking for ways to optimize and contain IT costs. And, in the highly competitive automobile industry, they are determined to reduce OpEx so that budgets can be directed toward other projects.

SSCS is helping the industry disrupt the old process of how IT is done. No new hardware has been needed, as SSCS has extended the life of the existing hardware. We have not only reduced OpEx, compared to previous, but also helped hold costs at a steady state year-over-year.

Improved Uptime

Since taking over the maintenance responsibilities, in 1999, under the banner of an IT outsourcer, SSCS has been responsible for “four-walls” maintenance at the centers and an end-to-end responsibility for functionality of servers, storage, network, report printers, thermal printers, RF scanners, and other miscellaneous IT equipment. SSCS has been recognized for exceptional service by the outsourcing company, as well as the automaker.