

## Industry: Manufacturing

This automaker is one of the most well-known brands in Malaysia. They market the Malaysian Local Brand car to 7 countries in Asia. The company corporate goal is to become a globally competitive brand. This drives the focus and main initiatives on cost management and quality delivery.

The client's existing headquarters house the corporate building, R&D testing laboratories and styling studio, vehicle test track, manufacturing plant, engine plant, pre-delivery inspection area, vehicle distribution stockyard, part warehouse, Learning Centre, mosque and a child care centre. With the addition of the newly opened manufacturing plant which is one of the most modern manufacturing plants in Malaysia and is fitted with the latest equipment and robotics, this national car company has taken a step closer to becoming a global player in automotive industry.



## Call Management

SSCS operates a global call centre 24 X 7 X 365 to provide a command and control function for our field staff and management. Using SSCS's uncompromising adherence to resolving all service calls as fast as possible, our customer has experienced a consistently high level of service.

In addition to having a global call centre, SSCS's local key contact personnel also support the client via phone, e-mail and dual (local) language communication.

## Comply to Client's SLA (Service Level Agreement)

Due to different brands and types of server, storage and network equipment within the production and distribution centres, the client is very particular about the supplier's capability to deliver the SLA of 1 hour response time and 2 hours on site. With our certified and dedicated service team, we are able to commit to the SLA as requested. We also provide a quarterly preventive maintenance service to support the client's IT division, which is directly supporting various business units.

## Client's Multiple Brands of Hardware

As the client, has more than 50 different types of equipment with multiple brands of hardware involved, SSCS's consolidated offer is a very compelling package that combines the convenience of one point of contact as well as only one contract to renew.

## Cost Savings

Not only were we able to provide an immediate and direct cost reduction through lower charges for our services, but also by committing to the client's need to have their hardware supported with different SLAs, this resulted in productivity and efficiency improvements which reduced the operational cost and reduced downtime cost.