

# Transform Your Supply Chain Processes With Innovative Tools and Metrics-Driven Practices

Aftersales Services BPO by NTT DATA

## **Increase collaboration with your customers in the new digital age**

The last decade has seen the ushering in of the digital transformation age. Today, your consumers are highly connected, on the go and expect instant gratification — with access to product information and price comparisons anywhere, anytime from their smartphones and tablets. IT trends such as the cloud, big data and analytics are also impacting the supply chain sector and transforming the way you conduct business with your customers.

With these changes come a host of supply chain challenges, including:

- Constant pressure on your after-sales services to drive higher revenues and improve service levels
- High inventory levels and numerous stocking locations
- Unplanned downtime due to the availability of critical spare parts
- Suboptimized service networks, such as for field support and warehouses
- Lack of visibility across multiple disparate systems (data sources)
- Lack of actionable insight to commit and deliver to your business outcomes

As the after-market supply chain continues to develop and mature, your organization needs to move toward more intense collaboration with your customers. This requires establishing a single view of information systems and standardizing your business operations and processes across your enterprise.

That's where NTT DATA Services can help with our renowned expertise in supply chain management and global support solutions. Aftersales Services BPO by NTT DATA utilizes this proven experience, providing a comprehensive suite of after-market services and an underlying platform that enables your enterprise to quickly and cost-effectively meet your post-sales obligations.

## **Key benefits:**

- Improve customer satisfaction
- Reduce critical shortages and excess or obsolete processes
- Improve turnaround time and forecast accuracy
- Increase inventory turns and improve fill rate
- Decrease warranty claims and repeat dispatches

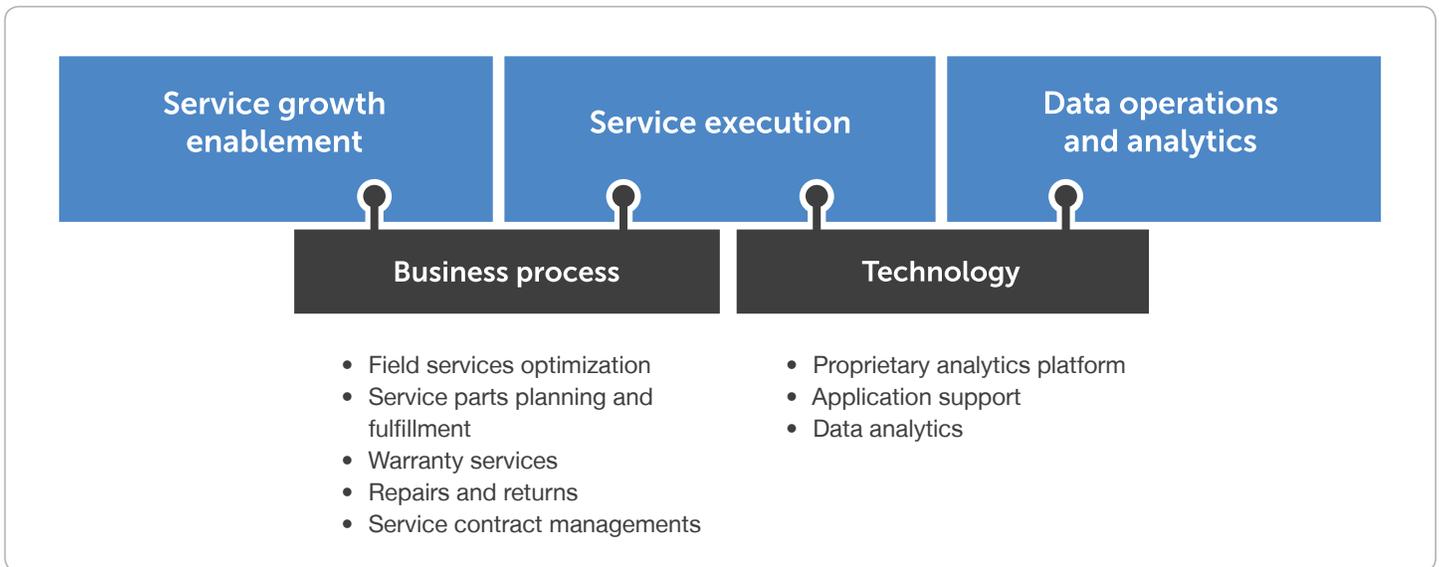


Figure 1: Our services management framework

We have in-depth experience managing after-market service chains — with expertise in optimization, operations and analytics. Our solutions comprehensively encompass three key dimensions:

- Technology/platform effectiveness
- Process/functional excellence
- People/skills

Our industry-leading operating procedures, automation methodology and reporting dashboards bring a heightened level of transparency to your business processes. With our dynamic and flexible approach to implementing after-market solutions, NTT DATA uses Lean and Six Sigma best practices to help you effectively control your business processes as well as improve your business outcomes and turnaround times. We help drive success for your organization with our significant experience providing after-market supply chain operations, supported by an underlying analytics platform.

Get cost-effective after-market solutions that deliver ongoing results with outcome-based engagements from NTT DATA.

Visit [nttdataservices.com](http://nttdataservices.com) to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.