Internet Services and Products Leader
Bolsters its Data Centers and Supply Chain Process

CLIENT PROFILE
Multinational technology company specializing in internet-related services and products.

BUSINESS CHALLENGE
The company’s supply chain function manages the engineering product data for its data centers and infrastructure businesses. There was very limited process definition for managing the engineering product data, and the services being delivered were not in-line with business expectations.

SOLUTION
Accenture established a PLM managed services delivery center. We seamlessly transitioned from the company’s previous vendor in just six weeks, while successfully operating the center and delivering fast, predictable, high-quality PLM services. As part of our work, we conducted a diagnostic to identify 54 short and long-term improvements to scale the operation, and realize increased efficiencies and quality gains. As a result, the company prioritized and implemented improvements that yielded the greatest possible ROI with the least amount of effort.

RESULTS
Accenture’s Product Engineering & Operations Services Team delivered a 50 percent year-over-year increase in transaction volumes. SLA performance improved by 60 percent in six months, and in some critical areas, it rose to over 95 percent. Turnaround time for complex changes were reduced by half and the proportion of PLM execution for which the team is responsible has risen from 65 percent to 90 percent. Overall, process repeatability and improved documentation yielded a 15 percent increase in productivity.
ABOUT ACCENTURE

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