

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.



Increased SLA compliance



Reduction in ECN cycle times



Reduced cost per transaction



ABOUT ACCENTURE

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world’s largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 401,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at: www.accenture.com.

This document is produced by consultants at Accenture as general guidance. It is not intended to provide specific advice on your circumstances. If you require advice or further details on any matters referred to, please contact your Accenture representative. This document makes descriptive reference to trademarks that may be owned by others. The use of such trademarks herein is not an assertion of ownership of such trademarks by Accenture and is not intended to represent or imply the existence of an association between Accenture and the lawful owners of such trademarks.