



Integrated System Provides Insight into Service Costs and Decision Making

Business Overview

DCG Systems provides state-of-the-art analytical equipment to integrated device manufacturers (IDMs), wafer foundries, and fabless chip companies worldwide. Their innovative systems aim to lower the cost of analysis and provide competitive cost and performance advantages.

Challenges

When DCG Systems split from its parent company, they needed full contract management, CRM, and asset tracking systems to manage worldwide customer service operations, and they needed it quickly. The new system had to be affordable and easy to customize so they could handle much of the implementation themselves, reducing costs and increasing control.

The system was going to support a worldwide staff of 40-45 field engineers in their efforts to service DCG equipment. Field engineers handle most service cases in response to customer phone calls or e-mail, in addition to submitting tickets when they find customer issues on their

“We didn’t know we needed such a customizable piece of software until we really got into the project. Agiloft gave us everything we needed.”

**– Brian Pollock,
North America East
Service Manager**

own. DCG needed real-time online access to essential equipment information and associated contracts. They also needed to be able to submit cases and time spent from field locations.

More importantly, DCG needed a way to measure its total cost of

service as well as the costs and reliability of different systems and product lines. Various points of information were scattered throughout the company over different systems, and there was no way to bring them together. Without access to clear cost information, they had no way of measuring the profitability of contracts for specific product lines. DCG wanted to bring all relevant information into one system where contracts could be rapidly generated, approved, and accessed with precise permission control and analytical tools could inform better business decisions about service pricing.



Industry

- Semiconductor Manufacturing Analysis Equipment

Challenges

- No visibility into cost of service
- Unfocused performance and reliability data
- Dispersed information handled by multiple separate processes

Agiloft Solution

- Contract management
- Customer support and field service
- Full cost tracking and analysis
- Asset performance/reliability tracking
- Parts ordering and shipping
- CRM— sales automation
- Hosted SaaS service

Benefits

- Rapid implementation, lowering development costs
- Consolidated data enabling better reporting and analysis
- Reduced support response time
- Fewer phone calls
- Automated contract and parts management
- Improved overall efficiency

To accomplish this, DCG first needed to provide more complete data and reporting on system and product line performance, repairs, and downtime.

Next, DCG needed to gain insight into direct costs. This meant tracking field engineer time and expenses related to particular machines and customers. It also meant improving part tracking. DCG could see what parts had been ordered for a machine, but had no idea if a specific part was actually used.

Finally, DCG needed to capture and tabulate all direct costs identified with a service case. In addition, it would need to incorporate variables and formulas to calculate reliability data.

Agiloft Solution

DCG chose Agiloft's cost-effective, hosted SaaS solution. With this monthly service, the company does not have to purchase or maintain hardware. As a result, their IT resources were free for other tasks.

The key for DCG was to consolidate their data in one system and organize it in the way they wanted. Agiloft's sophisticated data model made this easy. "Agiloft was leaps and bounds better than Clarify for arranging our data the way we wanted to see it," says Brian Pollock.

Contract Management

When managing a complex customer support system, contract management is a crucial tool. Agiloft provides cradle to grave contract management, automating the sales process, fulfillment, and renewal of each contract. It even forecasts future contract revenues.

Contracts start out in a state of "quoting." Once a customer purchase order has been entered, the status changes to "valid" automatically and Agiloft e-mails the accounting team with details from the contract record, along with an attached copy of the PO and quote. The system also sends reminders for contract renewals. If a customer PO for a contract renewal hasn't been received, Agiloft sends e-mails to the appropriate staff at specific intervals. If the contract end date passes without renewal, the system automatically sends an e-mail to the customer with a notice that the contract has expired.

Customer Support

DCG wanted to ensure that cases could only be opened for valid equipment serial numbers. With all the equipment information stored in a related table, this was a snap. When staff members create a new case, they simply enter a valid serial number into a required linked field. Agiloft populates the new case with all of the relevant information for that piece of equipment. Thanks to a sophisticated data model, it is then possible to see all support cases that were opened in a given system in the system record and to run reports on total time spent, parts ordered, etc.

"The more we work with Agiloft, the more things we find for it to do. It has become a running joke - whenever we have a problem to solve, say a broken coffee maker, we say 'Agiloft can fix that.'"

- Brian Pollock

Direct Cost Tracking

Adding a related expense table enables tracking of all expenses. These can be related to cases, systems, and sites. Each support case shows and totals the actual expenses (both parts and labor) accrued during the course of the case, applying a complex variety of labor billing rates based on different criteria. Since the case records are already tied to systems and sites, DCG can report on total cost of service related to any of these components.

Parts Management

A parts used table holds records of the parts used for repairs or maintenance, sorted by their related systems and support cases. Users can create these records only through the case record, ensuring that parts ordered always match parts used, and that both always relate to a support case. Users can click a button in a parts record to view the shipment status at the shipper's website.

Performance Tracking

Agiloft now gathers and reports on all system performance and reliability data. As a result, DCG can easily calculate data, such as mean time between failure (MTBF), mean time to repair (MTTR), and availability for each system. As a result, DCG can view trends by product line and location.

Extending the Initial Implementation

The initial implementation required only seven days of consulting by the Agiloft team, which included developing the specification and structure and completing the customization for the initial roll-out.

Since then, DCG's own administrator has extended the system to provide further sales automation, lead tracking, and contract revenue forecasting. He's done all this by using the default CRM templates included in the package and creating additional tables as needed. He adds all new functions through the browser-based administrative interface without any programming.

Benefits of the Agiloft Solution

- **Rapid Implementation** – Under a tight timeline, Agiloft implemented the new system in just seven days of consulting time. Because of this, the system was ready when DCG needed it.
- **Consolidated Information** – Perhaps the greatest benefit of DCG's Agiloft implementation is that now all of their service information is in one place. They no longer have to try to pull data from multiple systems with different methodologies. As a result, they can track cost of service the way they choose.
- **Contract Renewals Improved** – With Agiloft's reminders, expiring support contracts never go unnoticed. Instead, sales reps receive notifications with plenty of time to get the contract renewed and paid in a timely manner.
- **Time Savings** – Streamlining parts orders alone has given DCG major staff time savings. The

company estimates they're now saving 15 minutes per each part order, which equates to about 150 hours a year over the old e-mail-based system.

- **Reduced Response Time** – With the system's information subject to automation and escalation, response to machine downtime has dramatically improved. Also, permission-based escalation ensures that the system notifies the right business managers when a case remains open too long. The result is that DCG resolves cases in a more timely fashion.

“Agiloft's support staff have bent over backwards to help us solve problems, even when we caused them ourselves.”

– Brain Pollock

- **Phone Calls Reduced** – For part orders, users can now go to Agiloft to see their order status. Customers also get an e-mail when their parts order has shipped. Because of this, DCG gets fewer calls from customers about part orders.
- **Overall Efficiency** – With Agiloft, all of DCG's processes have become more efficient. Nothing falls through the cracks because the system records everything. Users and customers have access to all the information that they need. Since implementing Agiloft, their operation has been humming along smoothly.

About Agiloft, Inc.

Over 2.5 million users at organizations ranging from small enterprises to U.S Government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for Contract Management, Service Desk, Custom Workflow, and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and agile technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.

