Agiloft

DCG Systems

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. Its 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, it urgently needed a full contract management, CRM, and asset tracking system to manage worldwide customer service operations, and they needed it quickly. It had to be affordable and easy to customize so its staff 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 that service DCG equipment. These engineers handle most service cases in response to customer phone calls or e-mail, and they also submit tickets when they find customer issues on their own. They not only needed real-time online access to essential equipment information and associated contracts, but also be able to submit cases and time spent from field locations.

> "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

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.

DCG Systems

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

Date of publication: 11/18/2016

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

Next, it 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 have been ordered for a machine, but had no idea if a specific part was actually used.

Finally, it needed to capture and tabulate all direct costs identified with a service case as well as 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, its IT resources were free for other tasks.

Agiloft's sophisticated data model made it easy fpr DCG to consolidate and organize its data. Service Manager Brian Pollock exclaims, "Agiloft was leaps and bounds better than Clarify for arranging our data the way we wanted to see it."

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 "quoting" state. Once a customer purchase order has been entered, the status automatically changes to "valid" and Agiloft e-mails the accounting team the details of 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 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 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 an expense table enables tracking of all expenses 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 the 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 are tied to a support case. Users can also click a button in a parts record to view the shipment status

at the shipper's website.

Performance Tracking

With Agiloft gathering and reporting on all system performance and reliability data, statistics such as mean time between failure (MTBF), mean time to repair (MTTR), and availability for each system can be easily calculated. As a result, DCG can view trends by product line and location.

Extending the Initial Implementation

The initial implementation required only seven days of Agiloft consulting, 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

· **Rapid Implementation** - Under a tight timeline, Agiloft implemented the new system in just 7 days of consulting time.

· **Consolidated Information** - All of DCG's service information is now in one place. Staffers 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 automatic 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: DCG resolves cases in a more timely fashion manner.

> "Agiloft's support staff have bent over backwards to help us solve problems, even when we caused them ourselves."
> — Brian Pollock

· **Fewer Phone Calls** - Users can now go to Agiloft to see their part 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 -** 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, its operation has been humming along smoothly.

About Agiloft, Inc.

Over 3 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 adaptable technology ensure rapid deployment and a fully extensible system. For more information, visit https://www.agiloft.com.