

Maximizing Operational Efficiency for KSA's After-sales Services Business Line in Equipment & Rental with Infor M3 ESMR



About Customer:

A \$741.4 million industrial conglomerate HQ in Jeddah, Saudi Arabia, with diversified operations across below key sectors

- Construction
- Mining
- Oil and Gas
- Agriculture
- Power Generation
- Electricity and Water Generation
- Logistics
- Real Estate Development
- Travel and Tourism
- Material Handling



Its flagship company, a leading Tractor & Heavy Machinery solution provider, is an authorized dealer for renowned international Truck brands with diversified operations focusing on construction and commercial vehicles.

Customer Process & Our Experience:

In Equipment services, the dismantling process plays a crucial role not only in operational efficiency but also in shaping customer experience. Being an SME in this business line, their equipment dismantling, repair, and refurbishment process begins with purchasing large machines and systematically dismantling them into smaller, usable parts. Next, all parts undergo inspection to determine their condition. Based on the inspection results, parts are either refurbished, repaired, or serviced before being stored in the warehouse as 'Ready for Sale' inventory. Finally, repair or service costs are added to the inventory cost for precise financial tracking and pricing.

Customer Case:

The customer faced frequent challenges in preventive maintenance scheduling and customer work handling which affected daily productivity. To enhance operational efficiency through process improvement they sought a digital integration partner to:

- Streamline preventive maintenance process
- Enhance customer work handling process
- Avoid unplanned downtime
- Ensure financial reconciliation and transparency

By leveraging technology and process improvements, they aimed to elevate their operations, increase productivity and improve customer satisfaction.

Process Improvements & Solutioning:

1. Preventive Maintenance Automation

Fixed preventive maintenance services are scheduled automatically for certain machines to:

- Streamline preventive maintenance process
- Avoid unplanned downtime

2. Optimized Maintenance Customer Order Handling

Established an efficient process to manage customer maintenance orders. When maintenance is requested:

- A linked Work Request is created
- A Work Order is generated and executed
- Invoicing is seamlessly tied to the work order

Technologies Involved

- Infor M3 – On premise & Cloud suite
- Infor M3 Implementation Accelerator (IA) modules
- Infor ION
- Infor OS
- CLM Tool
- CMMS Tools

Benefits:

- Improved efficiency through proactive maintenance, reducing breakdowns and maximizing equipment longevity.
- Improved customer satisfaction through work order transparency and proper financial reconciliation.