

CASE #1 - Health Sector actor providing Measuring Products and Services

Managing calibration and logistics of customer asset



#Challenge

- Regrouping two outsourced services:
- > Calibration services
 - > Logistic services for the instruments

The primary objective of regrouping both services was to **reduce the delay**.

An additional issue was the **management of the pool** of 300 service kits used by 400 engineers.

#Solution

Trescal implemented its TAM (Total Asset Management) **web interface** to manage customer needs, inventory.

Trescal created the following solutions:

- > A **request system** allowing the user to make requests via an online platform, email or phone to track and locate requests and equipment
- > A **booking system** enabling customers and Trescal employees to see kit availability and access an interactive inventory linking equipment and units
- > A **research feature** for finding kits with the required quantity of instruments and corresponding serial numbers, in order to **ensure customers receive complete kits**

#Summary

300 KITS

composed of over 2,400 measuring instruments and 1,000 parts

0.6 days

customer response time

2.3 days

time from request to shipment
100% on-time delivery rate

60

requests processed per month



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