



Management of calibration and logistics for a customer's asset inventory

#Challenge

The client wanted to combine two outsourced separate services:

- > Their calibration services, as provided by Trescal;
- > The logistics for the instruments supplied by another service provider.

The primary objective of combining them was to **reduce the delay** caused by this division of the services. An additional objective concerned **managing updates about the 300 service kits** used by 400 Engineers.

#Response provided

Trescal implemented its **TAM (Total Asset Management) web interface** to **manage client service information**, their **item inventory** and any **other information that might be helpful** for their field teams at the same time.

Trescal also created the following for the **client's specific needs**:

- > A **request system** which enables the user to make requests via a form, an email or a telephone number and to track and locate requests;
- > A **booking system** that enables clients and Trescal employees to see kit availability and access an interactive inventory that links equipment and units;
- > A feature for **finding a kit** with the required quantity of instruments and all the information available for each serial number, in order to ensure that the client always receives a complete kit.

Trescal **maintains** the kits until a request is made. Then the logistics team is tasked with delivering the kit, and the client can **check the status and estimated date of delivery on the web interface**.

#Summary

The implementation of this system was a marked success which **demonstrated Trescal's ability to design and implement an Asset Management Tool** that has the flexibility to ensure the **best client experience**.

0.6 days	2.3 days
customer response time	time from request to shipment
	100% on-time delivery rate
300 KITS	60
composed of over 2,400 measuring instruments and 1,000 parts	number of requests processed per month