Technology Solution Case Study
Auto parts manufacturer – Mobile

SOLUTION

Our team offered custom enterprise software development and an understanding of the manufacturer's infrastructure and security needs. We created both a web and mobile application that could be used on PC's, iOS and Android devices. The application contained a forum allowing internal experts - across all plants - to crowd source problems that their facilities were experiencing. The forum allowed solutions to be saved into a data repository that could be accessed at any time through a simple keyword search. To encourage employee innovation and creativity, a feature allowed employees to post ideas and solutions to problems.

PROBLEM

An automotive parts manufacturer was experiencing communication difficulties between their plants around the world. Lacking a platform that would allow efficient communication, each plant was limited to the ideas and solutions provided only by their local experts. Their existing process consisted of communicating globally using e-mail, which resulted in long response times and disorganized communication. They were seeking an application that would allow for crowd problem solving and to significantly improve their communication process between their plants. They also wanted a repository that would allow best practice solutions to be saved and easily accessed by keyword searches.

RESULTS "VALUE ADDS"

The application dramatically improved the internal communication for our client on a global scale. Now problems are posed and solutions are presented by multiple experts worldwide - within minutes - instead of waiting days or weeks for an appropriate response. The client saw both time and money savings. In addition, best practices are now shared at their plants, around the world, and can be easily accessed at any time via smartphone.

About OpTech - OpTech is an award-winning global provider of Talent Management and innovative Technical Solutions for today's tough challenges. Our Core Technology Solutions include: Digital Worker, Advanced Analytics, Application Optimization, Cybersecurity and Cloud services with strong industry proven partners. We employ niche talent, technology and methodologies to deliver superior solutions to our clients.