

Case Study

Business Process Analysis

Optimizing Product Delivery



The Situation

The client a wholly owned subsidiary of an international telecommunications company, provides satellite-enhanced asset tracking and secure mobile data communications to military, government and commercial clients worldwide. End-users have come to rely on their technology, which is unaffected by time, location or weather, for real-time, two-way communications and accurate situational awareness.

The company's primary product required several days of post-manufacture processing in order to begin generating revenue for the firm. The engineering staff, along with senior management believed that these final system setup processes could be improved, resulting in faster delivery and better revenue performance.

The company turned to Roig Consulting's Business Process Analysis practice to review the post-manufacture setup process in order to identify improvement opportunities in efficiency and delivery.



The Solution

Roig Consulting began a thorough review of the system setup procedures, including both automated and manual steps. The review isolated repetitive and time-consuming loops in the automated processes, as well as redundant system checks in the manual procedures.

The post-manufacture processes affected hundreds of individual telecommunications units each week. Reducing the time and effort required to complete the final system setup meant that the devices could be deployed to the customers sooner, and begin

delivering billable service quicker.

In concert with the company's system engineers and leadership team, Roig

Consulting helped the company eliminate the unnecessary and redundant process steps that resulted in extensive delivery delays. The new process optimized the quality assurance process, which ultimately resulted in improved reliability of the devices in the field.

The Benefits

Once the company implemented the new post-manufacture process, the results were a measurable increase in the speed of product delivery, a reduction in the reports of programming defects, and an increase in the overall revenue for the product line.

- Post-manufacture process time reduced from 2 days to 3½ hours
- Defects reports reduced by 20%
- Product-line revenue performance improved by 15%

The client recently has announced over \$300 Million in new sales of the product to assorted government agencies.

About Roig Consulting

Roig Consulting provides Technology and Management consulting services to firms in the National Capitol Region, including Baltimore, Washington D.C., Suburban Maryland, and Northern Virginia.

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