Optimizing Fleet Performance: 70% Reduction in Unplanned Facility Visits with Our Data Solution

digitide

Overview

Our client is a global leader in automotive manufacturing, known for its innovation and commitment to quality across a diverse portfolio of commercial and industrial vehicles. They needed a reliable data solution to streamline operations and improve data accuracy for critical business decisions.

Objective

The client's primary objective was to establish a single source of truth for vehicle data to improve data quality, completeness, and availability across business use cases. Key outcomes include achieving a 70% reduction in unplanned repair facility visits, optimizing repair schedules based on actual vehicle usage, and enhancing operational efficiency by eliminating redundant data sources.

Business Challenges

The client faced significant challenges in managing and utilizing their vehicle data effectively, which impacted operational efficiency and decision-making. Key challenges included:

- **Data Inconsistency:** Data was sourced from intermediaries, reducing quality and availability
- **No Single Data Product:** Lack of a unified source hindered business use cases
- **Delayed Insights:** Indirect data access slowed analytics and decision-making
- **Scalability Issues:** Existing systems couldn't meet growing data demands

The Solution

Our experts developed a comprehensive data solution by creating a centralized Data Product as a single source of truth for all business use cases. We designed and implemented automated data pipelines to ensure accurate, daily data processing, eliminating dependency on intermediate sources. Additionally, we deployed Power BI (On-Premise) to provide seamless access to reports, enabling multiple users to retrieve reliable insights effortlessly. This solution established clear data ownership and governance, ensuring consistency, accuracy, and accessibility across the organization.

Value Delivered

By implementing our data solution, the client achieved significant improvements in operational efficiency, decision-making, and customer service. The newly established Data Product provided accurate, real-time insights, enabling better planning and resource utilization. With a streamlined data flow and enhanced reporting capabilities, the client could proactively address operational challenges and meet customer demands effectively.

70% Reduction in unplanned repair facility visits, ensuring improved customer satisfaction

Cost savings by eliminating multiple redundant data sources and improving operational efficiency

Increase in efficiency, driven by streamlined workflows and optimized processes.

Business Benefits

| Modern & Efficient Claim Processing | Integrated Data Systems | Enhanced Operational Efficiency | Reliable Data Management |