LaSalle Solutions

Helping You Manage the Life-Cycle of Your Assets.

Increased Enterprise Visibility
Improves RMA Turnaround

New processes and tools help streamline RMA activities and refresh planning, optimizing OPEX costs.

Challenge

A large multinational technology company was having trouble with return merchandise authorizations (RMAs) and service requests for their Cisco equipment. The size and scope of the Company made it difficult to keep track of assets and associated maintenance contracts, slowing RMA completion and their ability to plan and budget for equipment refresh. Greater network visibility was needed across the enterprise to streamline what had become a cumbersome and complicated renewal process.

Solution

LaSalle's support team worked with the Customer to audit all equipment across their entire enterprise. Asset and maintenance contract information was then uploaded into LAMP^{SM}, LaSalle's industry-leading cloud-based platform, where the customer was able to set up notifications for end of life (EoL), end of service (EoS), and other important milestones. During monthly business reviews (MBRs) with the Customer, LaSalle provides a data break-down of the activities and requirements for RMA activity, service requests, and EoL/EoS down to the location or business unit.

Results

The Customer is already seeing an improvement in RMA timeliness using LAMP. The notifications capability helps the Customer identify potential RMA issues early in the process, before they become troublesome. The Customer can also compare RMAs between manufacturers.

The MBR data provided each month enables the Customer to investigate trends, optimize OPEX costs, and better plan and budget for refresh on EoL/EoS equipment down to the BU/Theater level.

LAMP has also enabled the Cisco sales team to take a more proactive approach in working with the customer to identify new product and software opportunities that align with the Customer's business requirements.

Better Information. Better Process. Better Results.

HIGHLIGHTS

Customer:
Large Multinational Company

Challenge:
- RMA turnaround
- Process inefficiencies
- Asset & maintenance contracts management

Solution:
- Provided LAMP
- Created asset & maintenance contracts management process
- Set up refresh notifications
- Monthly data breakdown

Results:
- Faster RMA turnaround
- Early identification of potential issues
- Manufacturer comparisons
- Identification of data trends
- Optimized OPEX costs
- Visibility into assets & maintenance contracts
- Mitigated risk of downtime
- Better refresh forecasting and budgeting

Find out how **LaSalle Solutions** can help you today!
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