# 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 operating expenses.**

## Better Information. Better Process. Better Results.

### CHALLENGE
A large multinational technology company was having trouble with return merchandise authorizations (RMAs) and service requests for their IT 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 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 breakdown of the activities and requirements for RMA activity, service requests, and EoL/EoS down to the location or business unit.

### RESULTS
The Customer has seen 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 operating expenses (OPEX), and better plan and budget for refresh on EoL/EoS equipment down to the BU/Theater level

## 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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