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# How Mining & Construction Company rolled out online Special Tools Management System

A large European mining and construction equipment company formed a JV with an India based company. The company differentiators are not just products, but service excellence. Hence the company spared no efforts to ensure quick, reliable and best of the breed service experience to its customers. Indian JV company has ingrained best practices followed up in Europe and rolled out premium services to its clientele. Indian JV invested in continuous monitoring of its service and support professionals to ensure high quality of service delivery. With more than 40 sites spread across India, the Indian JV was following manual process for handling all their special tools required to address the repairs.



Indian JV quickly realized lack of comprehensive It systems for handling special tool was otherwise the only thorn in well oiled nicely cranking service engine. Identifying Asset status was impossible, asset values were unknown, and tool stock visibility was poor. Moreover, whenever tools were borrowed or transferred across two different sites information management owing to manual entry created challenges. With no consolidated and up to date information available either excess purchase order were made or tools reached a site with a considerable lead time affecting the promised TAT and

customer delivery. Assets were not issued on service priority, or in some instances associated costs like travel expense were not assigned, or visibility of availability in the nearest stock location was unavailable. Information losses such as assets borrowed or never returned or intractability of assets whenever site operations were closed plagued service efficiency and cost of service. Indian JV also realized their annual budgeting process suffered because of incomplete information of the special tool inventory and value.

Quest armed with decade of aftermarket experience showcased a demo of special tool system. Initial client response were very positive. They wanted Quest to map the existing features, conduct a quick audit of their service process and suggest a comprehensive solution that can address all their issues. Quest team met multiple stakeholders in the client organization right from service heads, inventory management resources and business heads of business units. Based on an assessment study, Quest proposed a web based system considering the following:

- Purchase planning.
- Asset tracking & handling depreciation.
- Comprehensive tools master with tools image, warranty, schedules, applicability, movement history, supplier, price, stock, attachments, BOM.
- Track tools which are provided based on loan, non-returnable, stock transfer - etc.
- Option to configure with/without serial number. Each serial number with different calibration / maintenance schedule.
- Dashboard with details on service overdue, ageing analysis on returnable, machine status, pending orders -etc.
- Monitor dead stock and initiate scrapping process with approval configurations.
- Handling workshop issues and track receivables.
- Analytics reports like, reorder level, ageing analysis, month end reports, blocked stock report and ledger reports – etc.
- Stock verification process

Quest defined asset number identification format and generated identification tags for all existing assets and populated in the system. Quest rolled out the pilot and standardized the workflows, and reports. Client's IT team fed the assets info to the system and tracked asset movement in few sites to verify whether the system was delivering based on the expected business logic. Client team was trained to track all newly purchased assets, asset calibration/maintenance through system and then extended to other sites.

## How Online Special Tools Management System has helped the client:

- Visibility on tools movement across multiple locations.
- Online data to take quick decisions.
- Easy to track overall inventory of tools & equipment's.
- Analyze availability of tools for new models.
- Visibility on tools status.
- History of stock transfers, issues on single click.
- Reports of borrowed, returned, lost in transit and other leakages.
- System generated emails for all kind of notifications.
- System driven approval process for each transactions.
- Year budget allocation and tracking purchases against the same.
- System generated asset number generation.
- Printing system generated documents for asset movement.

Contact Us

Quest Informatics

#960, II Main, IV Block, Rajajinagar,

Bengaluru-10, Karnataka, India.

M : +91 98450 59428 / 080- 22306670

E : sales@questinformatics.com W : www.questinformatics.com

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