



## ABOUT THE CLIENT

Market leader in quality control equipment for manufacturer of silicon chips and semiconductors.

## CLIENT CHALLENGE

Our client faced increasing demands, complexity, and costs to provide the product reliability and after-sales service quality that gained them 50%+ market share. Their clients, technology manufacturing leaders representing over \$32 billion in annual revenue, all rely on our client's equipment to meet production requirements. These challenges were compounded by explosive microprocessor technology growth, intensified competition, and heightened chip design and manufacturing complexities. All greatly impacted the cost of chip design and development, accelerated time-to-market, and cost to manufacture. Accelerating the time to develop, ramp, and attain production yields for each integrated circuit product is a critical success factor for microprocessor design and manufacturing companies.



This highly critical business service sits at the heart of the technology industry and can materially impact the performance of the majority of the global microprocessor giants.



## THE SUTHERLAND TRANSFORMATION

We overhauled the entire after sales service process, streamlining the approach, implementing a global command and control program, consolidating from seven to four centers, increasing after sales service, and reducing costs.

The entire process is delivered through two teams:

- The global operations center group manages interactions with and provides first point of contact for client field engineers when a machine is down, and coordinates trouble ticket processing.
- The global parts order group sources parts for field engineers and manages logistics. This group is highly dependent on team member knowledge and experience for an ever-evolving process.

## PARTNERSHIP RESULTS

### Global Engagement

**6/35**

Languages and stocking locations supported, serving client field engineers

### Improved Accuracy

**97%**

Rating securing required part, nearest stocking location, and best shipment mode to client site

### Faster Resolution

**99%**

Commitment success rate in synchronizing parts and engineer to on-time arrival

### Volume Support

**3k - 16k - 6k**

Increase in monthly calls, emails, and shipping orders handled

Quote to Cash  
Source to Pay  
Record to Report  
Satisfaction & Loyalty  
Customer Experience  
Care & Support  
Consulting & Research  
Analytics & AI  
Platforms  
Tech Services

For more information on how we can help you transform your processes, visit us at [www.sutherlandglobal.com](http://www.sutherlandglobal.com), email us at [sales@sutherlandglobal.com](mailto:sales@sutherlandglobal.com), or call 1-800-388-4557 ext. 6123.

