



Siemens

Client

Siemens

Industry

Manufacturing
Mobile Devices

Client Benefit

Information accuracy of
shipping information

Modules:

Cognos ReportNet
Cognos Powerplay

Hardware/Software

Hardware – IBM eServers
Database – Oracle
Platform – WIN

Siemens is one of the world's largest electrical engineering and electronics companies. It provides innovative technologies and comprehensive know-how to benefit customers in 190 countries. Founded more than 150 years ago, the company is active in the areas of Information and Communications, Automation and Control, Power, Transportation, Medical, and Lighting.

Project Description

One of Siemens cell telephone greatest challenges to customer satisfaction and achieving a high level of customer service was the integration of supply chain information with customer call center processes. Siemens employed SAP Sales and Distribution and Finance and Controlling to log and fulfill customer orders. While sales, call center information was real time, supply chain and shipment information was primarily a batch process. One of the issues was simply timing the integration to provide customers with accurate information about their shipments and deliveries.

Scope of Services

5x Technology used business intelligence technology to integrate the two information streams and eliminate timing discrepancies to allow all sales call center personnel to accurately track and provide the customer with information on shipping statuses

Benefits

As a result of its relationship with 5x Technology Siemens is able to provide its commercial and mobile communications corporate as well as public cell phone customers with accurate shipping and delivery information, improving its levels of customer satisfaction and assisting Siemens to expand its share of market.

“There ability to understanding the transportation and logistics portion of our business gave them insight into helping us create a solution that saved us thousands of dollars a year”

Calvin Port
IT Director