



Case Study



Adaptec Solutions' vision to lead its industry through technology-enabled equipment lifecycle services

Do what matters

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Adaptec Solutions has exponentially grown its product and service offerings. With three companies now joined, new complications arose. The company was managing multiple field service teams using various methods like spreadsheets and whiteboards, and was unable to efficiently manage resources, collect data or track inventory in a single place. It needed to unify its service departments under one, easy-to-use solution. And because Adaptec Solutions was branching out into service as a new revenue driver, leadership had to move quickly and get a fast return on their investment.

Business situation: Growth and expansion into service

Since 1977, Aloï Materials Handling & Automation has provided automated and integrated solutions, including packaging lines, palletizing, controls, conveyor systems, cranes and workstations. Recently, Aloï leadership set the vision to provide full equipment lifecycle services to customers, which was a major shift from the product-centric model of the past. To enable immediate growth, the company acquired Automated Cells and Equipment (ACE) – expanding its robotic automation systems offerings – and Mainstream, a service company that focuses on conveyor systems utilized in parcel distribution facilities. The company announced that the three platform organizations would rebrand under the name Adaptec Solutions.

The organization was forging ahead to become a full-service company for its customers and needed a platform to manage service, remotely monitor equipment and unify the operations of all three companies.

Company Name: Adaptec Solutions

Industry: Industrial Equipment, Manufacturing

Company Size: 250+

Solutions: Microsoft Dynamics 365 Field Service, Microsoft Power BI Analytics

Solution: A platform that scales with growth

Adaptec Solutions chose equipment360™, built on [Microsoft Dynamics 365 Field Service](#), as its scalable, extensible platform to support its plan of continued growth. The company is now connecting equipment and unifying service operations with common processes, differentiating itself through outstanding customer service with clear visibility into key analytics such as mean time to failure, first time fix rate, repair quote turnaround time and average profitability by asset or service type. equipment360™ provides an out-of-the-box solution with the industry-specific features and functionalities Adaptec Solutions needed, including component serialization, monitoring and management, integration and communication, service reports, installation history, competitor component visibility, and asset useful life remaining. Adaptec Solutions' team is modernizing the service they deliver to their customers with:

- A single, integrated field service platform
- Optimized performance with visibility into analytics through access to equipment data
- Differentiation through outstanding, efficient, high-quality customer service

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"I can honestly say in 20 years of working with asset management technology and field service systems that this is a slick system. The mobile device experience is easy to navigate. The scheduling tool is robust and far exceeds what I have previously seen. I have visions of large screens in our facility depicting the schedule, metrics and enlarged map with our work orders filtered showing where we are performing work day-to-day."

– Chris Cornett

Aftermarket Director, Adaptec Solutions

Results: Customer impact

Adaptec has nearly doubled its service organization since beginning this strategic initiative. The company started its journey to modern field service management in early 2020 and shortly thereafter saw clear returns on investment, projecting a 20% efficiency improvement for service. No longer will there be a need to manually create work orders, type them up and send them to the customer. Employees have an automated method of pulling in data from field service technicians and generating reports from the field. They're also getting visibility across the service organization, with insights into performance, profit and product lifecycle. Additional benefits include:

- Executive leadership's ability to drive better service and improved operations with visibility into key performance metrics
- Field service technicians are now working within a single platform to manage resources, track inventory and create sales opportunities

About Adaptec Solutions

Adaptec Solutions is a leading integrator, distributor and aftermarket service provider for materials handling and automation solutions. Adaptec supports a diverse range of industries including grocery, food and beverage, industrial, automotive, aerospace and medical. Integrating substantial engineering experience with high levels of service allows Adaptec to help customers optimize capacity and improve throughput, resulting in reduced labor costs and safer working environments. For more information about Adaptec, visit its website at www.adaptecsolutions.com.

NOTE: This story describes work that was completed by eLogic, which was acquired by Avanade in September 2022.



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About Avanade

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