



Case Study



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

Do what matters

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

Adapttec Solutions (Adapttec) has exponentially grown its product and service offerings, but 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 Adapttec 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 Adapttec Solutions.

Adapttec 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: Adapttec 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

Adapttec 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. The equipment360™ solution provides an out-of-the-box solution with the industry-specific features and functionality Adapttec needed, including component serialization, monitoring and management, integration and communication, service reports, installation history, competitor component visibility, and asset useful life remaining. Adapttec's 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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