

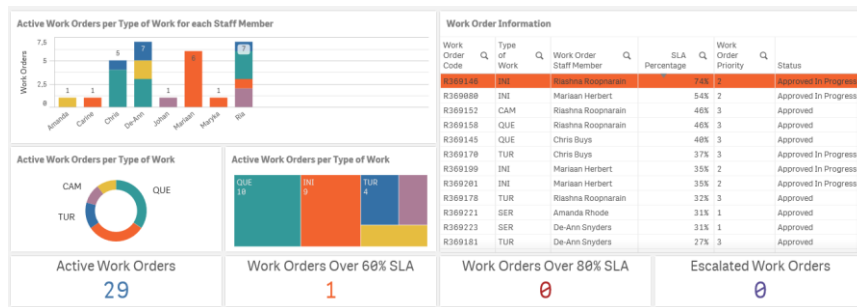
# Client Reference

## Original Equipment Manufacturing | Packaging ACC SLA Management

### Client Background

Our client is a global original equipment manufacturer (OEM) with a maintenance services team that performs approximately 35 000 maintenance events annually, generated in On Key.

The Pragma ACC team provides support to the local maintenance resources within the different global markets. These support requests and activities (1000+ per month) are governed by a service level agreement (SLA) to which the ACC contract is linked.



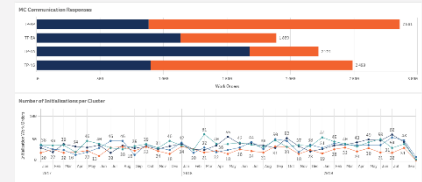
**“ The visual display has helped me and the team to understand who needs help and what requests require our immediate attention. - Johan Hendriks, AC Manager**

### Pragma Intervention

- The Pragma ACC team have been using On Key to log and manage support requests from the global client users for approximately eight years.
- On Key Insights was deployed and an SLA dashboard developed to assist the ACC with managing the support requests.
- The ease of the implementation and development of the On Key Insights dashboard together with the value derived makes this an invaluable business management/business intelligence tool.

### Key Challenges

- Lack of a visual aid in managing the support request/ACC activity SLA
- Limited transparency into the open support requests
- Unbalanced workload within the team



### Value Add

The implementation of On Key Insights provided the ACC with the following capabilities:

- Visual overview of prioritised list of support requests
- Visual indication of support requests nearing the SLA limit
- Visual overview of workload distribution within the team
- Drilldown functionality in support of data analysis

The addition of these capabilities led to:

- Improved workload distribution within the team
- Increased SLA performance through highlighting requests that are close to the SLA limit
- Ensuring focus on high priority requests

### Tools and Technology

- On Key 5.18
- On Key Insights