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.

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

ctive Work Orders per Type of Work for each Staff Member		Work Order Information					
7,5 5 5 25 1 1 1 1	2	Work Order Q Code	Type of Q Work	Work Order Q Staff Member	SLA Q. Percentage	Work Order Q Priority	Status
5 2,5		R369146	INI	Riashna Roopnarain	74%	2	Approved In Progre
E 1 2 1 2 1 2 1 4 4 4 4 4 4 4 4 4 4 4 4 4			INI	Mariaan Herbert	54%	2	Approved In Progre
			CAM	Riashna Roopnarain	46%	3	Approved
			QUE	Riashna Roopnarain	46%	3	Approved
		R369145	QUE	Chris Buys	40%	3	Approved
Active Work Orders per Type of Work	Active Work Orders per Type of Work	R369170	TUR	Chris Buys	37%	3	Approved In Progre
		R369199	INI	Mariaan Herbert	35%	2	Approved In Progre
	QUE INI TUR 10 9 4	R369201	INI	Mariaan Herbert	3.5%	2	Approved In Progre
		R369178	TUR	Riashna Roopnarain	32%	3	Approved
		R369221	SER	Amanda Rhode	31%	1	Approved
		R369223	SER	De-Ann Snyders	31%	1	Approved
		R369181	TUR	De-Ann Snyders	27%	3	Approved
Active Work Orders	Work Orders Over 60% SLA	Work Orders Over 80% SLA			Escalated Work Orders		
29	1	0			0		

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.



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