



Improved Maintenance Contract Management Ensures Equipment Coverage, Reduces Complexity

Company gains better visibility into assets and maintenance contracts, enabling faster RMA turnaround and a simplified TAC case process

CHALLENGE

A healthcare organization frequently submitted equipment replacement requests to the manufacturer, Cisco, for their hospital phones, but with so many return merchandise authorizations (RMAs) being processed, the Organization lost track of which phones had been replaced and which had not.

The Organization was creating new contract numbers for each maintenance request and managing device information using spreadsheets, making it difficult to find equipment information for opening the necessary new cases with Cisco's Technical Assistance Center (TAC). A better way to manage the Organization's assets and maintenance contracts was needed.

SOLUTION

Working with the Organization, LaSalle performed an audit of the equipment to identify gaps, matches and assets attached to current and past RMAs. LaSalle then consolidated all phones under a single contract number and uploaded the asset and maintenance contract information into LAMPSM, LaSalle's cloud-based asset and maintenance contract management toolset. To ensure quick turnaround time as required, LaSalle implemented standard next-business-day equipment replacement with the customer's new program.

RESULTS

LaSalle's equipment audit discovered around 660 phones that were not covered for replacement. The phones now have complete maintenance coverage, and the equipment information is organized in LAMP, enabling the Customer to effortlessly pull asset information and maintenance reports.

With only one contract number, the Customer can painlessly track and manage the equipment, making it much easier to open Cisco TAC cases. The next-business-day equipment replacements have ensured turnaround times that meet the Customer's needs.

HIGHLIGHTS

Challenge:

- Asset and maintenance contract management inefficiencies
- Contract complexity

Solution:

- Verified inventory records
- Consolidated equipment under single contract
- Provided LAMP
- Next-business-day replacements

Results:

- Complete maintenance contract coverage assurance
- Increased visibility into assets and maintenance contracts
- Reduced contract complexity
- Turnaround times meet Customer's needs

Better Information.

Better Process.

Better Results.