CERTAINTY
Crafting Excellence.

Service Forecasting Model

CASE STUDY

INDUSTRY	CLIENT
Automobile	One of the most recognizable Automobile brands in the world.

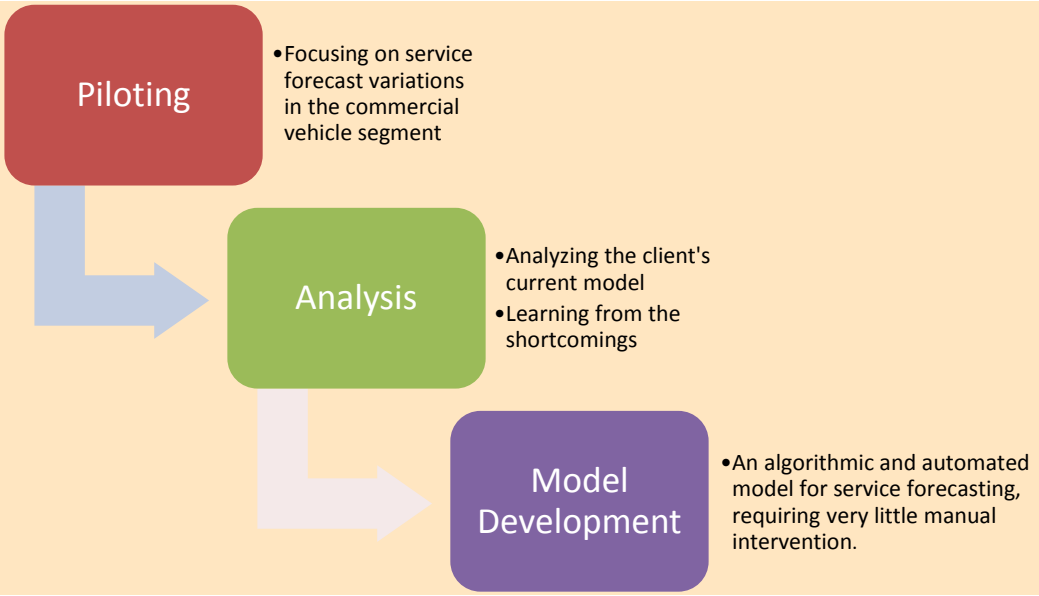
THE PROBLEM

Low Accuracy of Service Forecasts.

Our client faced challenges related to Automobile service requirements. For some reasons, the accuracy of the service forecasts shared with the customers was low, due to high variation in time-to-service. It had a massive impact not only affected customer experience, but also service volumes have major account implications.

SOLUTION OFFERED

To reach to the root of the problem and then solve it appropriately, following approach was adopted:



OUTCOME:

Our client had a more accurate, automated, and robust forecast model - one that they could scale to multiple products and reduce the turnaround time from one month to just one day in terms of generating forecasts for all products, resulting into improved customer experience and revenue.

In addition, it brought down inventory cost as the parts requirement could be better forecasted now. Instead of stocking lesser required parts for a longer duration, the client could order them closer to the anticipated need and thus optimally manage the stock without risking parts availability.