

Case Study:

Importance of Automated Processes



JetHeat began with a vision of building a portable heater that can address the needs of its customers in small and large areas. As the business grew, they found they needed an automated solution to track warranty, repairs and preventative maintenance for all of their equipment. JetHeat uses its partner company to manage production of Heaters. JetHeat was looking for a one stop solution to manage their outsourced production, dealer management, warranty management, warranty part exchange, ecommerce: part ordering system, supply chain and other areas of concern for their operations. The key aspect to focus on was to ensure communication was clear and concise between the companies and visibility to their supply chain for status of repairs and products.

Situation Analysis:

- All current data sheets were in documents.
- Incomplete owner records.
- High level warranty and maintenance work needed due to breakdowns.
- Communication requirements with suppliers, dealers, and production team.
- Documenting and tracking work by product/serial numbers.
- Lack of identifying preventative maintenance needs
- Rapid response to dealer requirements
- Limited manpower to stay effective.

Solution:

- Using iM3, they centralized their data providing easy access for operations.
- Automated communication for 3rd party Job Shop.
- Using the iM3 e-commerce solution to provide quick and easy access for dealers to order parts and view order status.
- Preventative maintenance was implemented and employees were notified when it had to occur.
- Complete warranty tracking system by part number.



- SCM requirements, notification, invoicing, standard pricing vs. customer pricing.

Impact and Results:

- Calls were no longer needed to find status of the order, all online.
- Reached 100% inventory accuracy
- Reduced present and future labor by automating dealer supply chain processes.
- Automated the process from dealer orders placing it through e-commerce, by creating a sales order, through a purchase order, to a spreadsheet to create an invoice.
- Knowing what is on hand allows the reporting to run more thorough.

