Seamless automation of service and asset management with RFID

Delivering custom-made industry solutions

A leading automobile manufacturer drives productivity and efficiency up with SymphonyAI Summit's IT asset management and service management solutions and Bosch's RFID solution, to automate tracking, maintenance, and auditing of hundreds of IT and non-IT resources.

With the large number of assets in use, a manual inventory count would have taken months to complete. By using RFID tags and SymphonyAI Summit asset management, identifying and accurately tagging assets saves time, resources, and costs while delivering accuracy in the final output.

8000+	494	8000+	24700+
users	connected dealers	IT assets managed	non-IT assets tracked

A solution for process maturity

The challenge: The automobile manufacturer wanted to expand its teams and manufacturing units but faced service and asset management challenges. It was creating a culture of complex workflows with multiple tools, leading to process gaps. The lack of an integrated solution caused reduced sharing, visibility, and usability.

The automobile manufacturer needed a fully automated solution that could satisfy its audit requirements and asset reconciliation as well as bridge gaps for increased productivity.
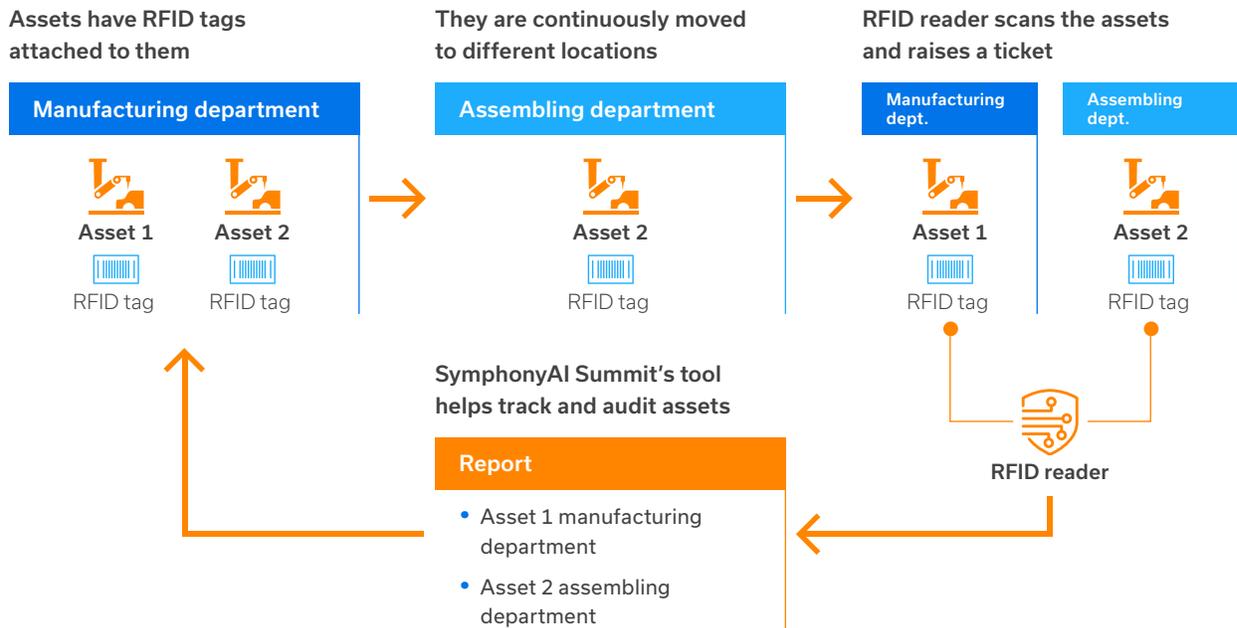
The SymphonyAI Summit solution: delivering custom-made industry solutions

To enable this kind of a radical transformation and manage its assets better, the automobile manufacturer teamed up with SymphonyAI Summit.

With a unified platform for business, IT, and administration, implementing an efficient and accurate IT services management system was now possible. Using the SymphonyAI Summit workflow engine, process digitalization, request automation, RFID based asset tracking and verification, and conducting regular audits became effortless. A real-time dashboard for asset management improved workflows and drove cost improvements.

SymphonyAI Summit delivered improved productivity, process efficiency, enhanced compliance, and optimized resources, thereby saving manpower and audit time.

SymphonyAI SUMMIT

Integration of service management with RFID

Assets have RFID tags attached to them

Manufacturing department

Asset 1
RFID tag

Asset 2
RFID tag

They are continuously moved to different locations

Assembling department

Asset 2
RFID tag

RFID reader scans the assets and raises a ticket

Manufacturing dept.

Asset 1
RFID tag

Assembling dept.

Asset 2
RFID tag

RFID reader

SymphonyAI Summit's tool helps track and audit assets

Report

- Asset 1 manufacturing department
- Asset 2 assembling department

Business benefits

Zero delay in asset verification with on-time physical verification

Less inventory loss from 10% to 0%

100% internal control of asset procurement through the asset management tool

Improved physical verification time by up to 92% for non-IT assets

Reduction in manpower from 10 to 3 employees across different plants

Reduction in audit time from 4-5 days to less than 60 minutes

About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

Request a demo or contact us for more information:
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