

Improve Customer Satisfaction with **SERVICE & PARTS DELIVERY MANAGEMENT**

Predict Delivery With Ease

ketteQ's Service & Parts Delivery Management solution tracks every service or part order, from start to finish, to manage milestones and potential delays of technician or part. With predictive analytics, gates and lead times, user-driven or automated processes with notifications and coordinated action plans.

Built on Salesforce and AWS, ketteQ is the only comprehensive planning solution that seamlessly synchronizes sales forecasts and orders with available inventory and capacity for the most accurate plan to improve visibility, control, and situation management resulting in greater customer service and revenue.



Better Visibility and Control



Efficient or Faster Situation Management



Better Alignment and Coordination Across Stakeholders



Lower SLA Penalties



Greater Customer Service & Revenue

Improve Alignment Across Stakeholders

Built on an architecture that leverages Salesforce and AWS clouds, ketteQ is not only secure and scalable but easily integrates with an organization's existing ERP, CRM, TMS, and legacy systems to deliver connected intelligence across regions, departments, and even external stakeholders.

By utilizing AI / ML analytics, ketteQ set inventory plans for every product, across the network, that optimized the product mix and echelon relationships. The advanced analytics then carries into the replenishment plan that considers the timing and mixes needed to best accommodate supply capacity constraints and lead times. The result is a plan that coordinates all stakeholders across the network to deliver the best results for sales and finance.

FEATURES

- Community Portal
- Predictive & Prescriptive Analytics
- SLA Performance Analytics and Dashboard
- Alerts and Notifications
- Service Level Agreement (SLA) Management

ketteQ has done all the groundwork for you so that you can reap the benefits. Let us show you how you can elevate your existing Supply Chain planning & execution. To learn more about our products and services, visit us ketteq.com/contact.

GREATER VISIBILITY | OPTIMAL DECISION MAKING