

THE POWER OF COLLABORATIVE PROBLEM SOLVING WITH MSERV

Problem

A leading supplier at a major industrial site encountered significant operational challenges, primarily due to delayed payments due to inefficient allocation of hours in the Track Platform. This bottleneck was complicated by a backlog of unallocated labor hours dating back to 2019. With an average weekly workload of 668 hours, this severely affected the supplier’s mission to provide reliable services.

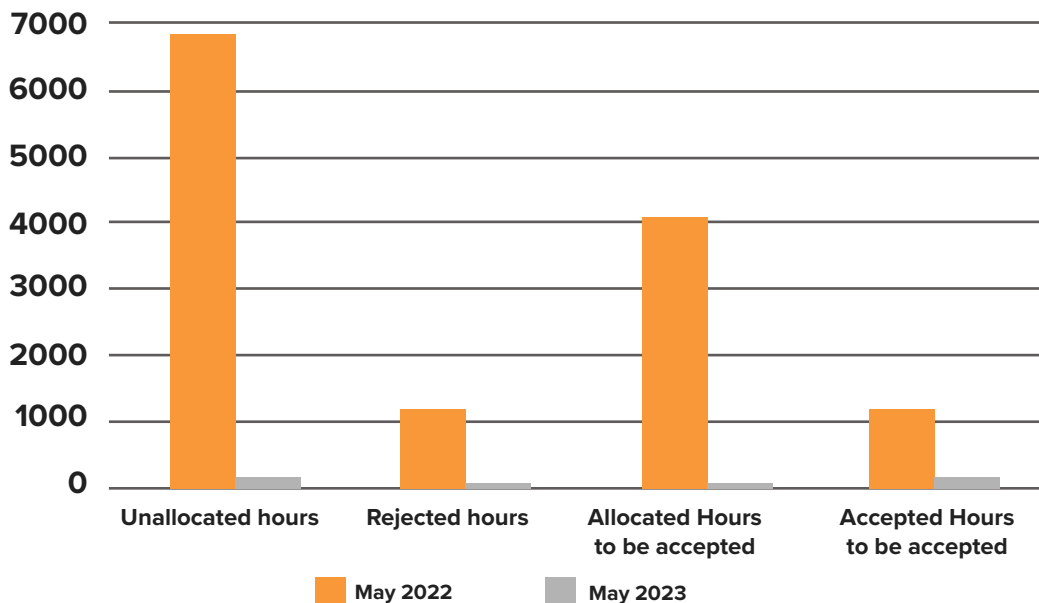
With such a substantial number of weekly labor hours, the delay was detrimental to the supplier’s financial stability and reputation. A swift, effective solution was crucial to streamline the allocation process, ensure timely payments, and maintain contractual compliance and service reliability.

Solution

To address this urgent allocation challenge, the supplier collaborated with the experts on the MServ team, who were working on behalf of their client. This partnership effort involved meticulous training and sustained support from the MServ team. By empowering the supplier to refine and optimize its processes, the supplier could clear the hours backlog and reduce overall allocation times.

By streamlining the allocation of hours, the supplier overcame the historical backlog, achieved operational excellence, and improved service delivery.

THE TRACK PLATFORM SUCCESS STORY



Results

How transformative was this for the supplier? Most notably, they reduced allocation times and resolved the previous backlog. In one instance, the partnership with MServ resulted in a reduction of allocation times from an average of 21.92 days to 9.09 days between 2022-2023.

By restoring timely payments, the supplier bolstered cash flow and improved their financial stability. This helped to reinforce their reputation as a reliable industrial contractor. The breakthrough partnership with MServ helped the supplier become a preferred contractor in their sector.

The supplier's journey shows the value of bringing owners and contractors together using a team of managed service experts -- MServ from Management Controls (MCi). The supplier built stronger, more positive relationships across the sector by elevating their operational efficiency.

Conclusion: Setting New Standards for Operational Transformation

The symbiotic relationship between the supplier and the MServ team resolved critical allocation challenges and helped to establish a benchmark for operational transformation through shared efforts and innovations.

Unlock Your Full Potential Today with our Experts!

Embrace the future with confidence and take your success to new heights. Contact us today to learn how MServ can fast-track your ROI.

