

Do you know the real cost of an incorrect spare part number?



As a Product Service Manager, you know that a spare part number is more than just an insignificant series of digits. An incorrect spare part number can create huge costly problems with product configuration, parts replacements and upgrades, spare parts revenue, inventory and procurement, and ultimately customer satisfaction.

Compaq recognized the value of accurate data collection and data maintenance for their spare parts catalog, and they understood that a streamlined comprehensive Content Quality Management solution was critical.

The optimized Content Quality Management processes that Aesbus put into place ensured that the most current and accurate product upgrade and critical service maintenance information was published online at Product Announcement day.

A bonus eco-friendly benefit was that the entire service supply market could access this product service maintenance information online on the web, saving trees!



Compaq Quick Reference Guide

The Compaq Quick Reference Guide (QRG) – a spare parts catalog – was designed primarily for Service Technicians that maintained and configured Compaq products. Other target audiences included Compaq Authorized Service Providers and Resellers, and Area Channel Service Representatives.

The QRG also supported Compaq internal personnel, including Phone Support and Case Management, Compaq Global Supply/Service Operations, and Product Divisions.

Your sales and field service operations expect accurate and up-to-date information at product launch time.

Delivering superior service in a timely manner is the key to success for sales and field service operations. The QRG was the most trusted source for the most current and accurate service information on Compaq's extensive product lines.

As a global industry leader, Compaq published the QRG to provide a quick and easy reference on new, existing, and obsolete Compaq product lines.

It included the latest Special Build configuration information, replaceable parts, memory configuration, switch/jumper settings, and assembly information.

Publication of the QRG was aligned with the launch of new Compaq products and provided critical service information online on the day of the new product releases to the field.

100% accuracy is a tall order. Would you settle for anything less?

The QRG publication was one of the cornerstones of Compaq's internal customer support, sales, and field service operations.

There was absolutely no room for error in the QRG because a wrong spare part number meant that an incorrect component would be ordered and shipped – a very costly error with a very damaging impact on customer satisfaction and ultimately Compaq's image and brand.

Content Quality Management is about process optimization – taking out the complexity.

Compaq required Content Quality Management services to manage the complex and expansive collection of new and existing spare parts data and service-related input on a daily basis using data management tools.

Product configuration and parts replacement information came from various Compaq sources, such as technical guides, maintenance service guides, service bulletins, service advisories, spare parts matrices, engineering change notices, and product build configuration spreadsheets. Compaq Product Service Managers were also another source for product configuration and obsolete product line information.

Critical to Compaq's entire service supply chain was the accessibility to the latest and most accurate service maintenance information on product announcement day.

Time-consuming and confusing processes can impact critical deadlines.

For Compaq's worldwide Product Service Managers, the most pressing priority was designing product service program solutions that provided a competitive edge.

Submission and verification of spare parts data for the QRG – the end cap to the set up of a service program – occurred at the busiest and most critical time for Product Service Managers.

Providing information for the QRG – although not their primary focus – was integral to their service program. However, the process for submitting product configuration and spare parts data was time consuming, and there was confusion about data submission and data review processes. The risk for the QRG missing a product announcement release was high.

Process optimization facilitates compliance.

The process optimization that Aesbus designed for Content Quality Management entailed streamlining and facilitating the product data collection, data categorization, data migration, and data validation.



Resources were aligned for web publication schedules ensuring full compliance with Compaq product announcement dates.



Data collection points and tracking systems were seamlessly integrated with Compaq's processes and ensured that all data was queued for processing per Compaq product announcement deadlines.



All product data was aggregated into a single repository, eliminating data inconsistencies and resulting in accurate product information for all Compaq product lines (desktops, notebooks, servers, monitors, keyboards, and other devices).

The end result was that worldwide Product Service Managers found data submission easier and less time consuming.

Up-to-date information is only as good as it's accurate.

With easy access to an integrated Content Quality Management team, worldwide Product Service managers at Compaq could focus on their core service program responsibilities and strategic company goals.

The Content Quality Management services provided by Aesbus addressed Compaq's requirements and needs.

- ✓ Aesbus project communication interface points were seamlessly integrated with Compaq's internal systems.
- ✓ Easy-to-use data submission and collection systems for product configuration and spare parts meant that the latest and most accurate information was available in time for new product announcements.
- ✓ Content review and validation processes ensured that data integrity met Compaq's high standards – 100% accuracy.
- ✓ Available on-demand Content Quality Management resources were aligned for processing any volume of Compaq data under crunch deadlines.

An understanding of the value, importance, and full implication of Content Quality Management to a company's corporate image underscored Aesbus' commitment to Compaq to safeguard their global leadership position.

The advantages of contracting Aesbus' Content Quality Management services were numerous not only to the Compaq Product Service Managers but to the entire service supply chain.

Easier Data Submission

Because Product Service Managers found the data submission process easier and less time consuming, they provided critical information on a more timely basis.

100% Accuracy

Content Quality Management services based on optimized systems and well-structured processes meant full compliance with Compaq's high standards for data integrity.

Product Announcement Delivery

Meeting product announcement deadlines ensured that Compaq's entire supply market chain had access to the most current and most accurate product information.

Seamless Integration

Full integration with Compaq's processes and systems meant expeditious and reliable management of accurate configuration and spare parts information for new, existing, and obsolete products.

Interested in learning how to simplify your data collection and management processes?

If you would like more information on optimizing your Content Quality Management processes, we'd be happy to share with you our ideas and recommendations.



Please contact sales@aesbus.com.