

# ROI SHOWCASE

# HIGH-TECH

## Ingenico Inc.



### Metrix Case Study

**Ingenico Inc.**  
Atlanta, Ga.

*Ingenico Inc., the U.S. subsidiary of Groupe Ingenico, a \$430-million, Paris-based company, is a provider of electronic funds transfer terminals and check readers.*

### Business Process Challenge

Ingenico Inc. ([www.ingenico-us.com](http://www.ingenico-us.com)) is the U.S. subsidiary of Groupe Ingenico, a \$430-million, Paris-based company. Ingenico Inc. sells to competitive markets, making margin management and quality customer service continuous priorities. The company's family of electronic funds transfer terminals and check readers are maintained by Ingenico's TotalCARE service organization. The company saw an opportunity to improve its TotalCARE service organization's profitability through automation while reducing and reallocating head count. TotalCARE's Atlanta facility receives an average of 3,000 units on a daily basis, of which approxi-

mately 80 percent are under some type of service agreement.

### The Solution

Ingenico Inc.'s management team performed a search for a proven service automation solution that would meet the needs of

building a global field service and repair center operation. After identifying the primary solution requirements and screening out several solutions, Ingenico Inc. chose the Metrix 4e application suite. The modular nature of the application suite enabled Ingenico Inc. to select components that met their specific requirements. The Metrix 4e modules implemented by Ingenico Inc. included Repair Center, Parts Inventory, Contracts & Warranties, Invoicing and Reporting.

### The Benefits

After running the Metrix 4e application in production for six months, ROI analysis conservatively projected a payback of less than one year. A major component of the payback was the ability to reduce headcount and reassign service department personnel, accounting for 30 percent of the ROI. This was due in large part to the streamlining of operations and reduced information search times. With information being captured and made available through the Metrix 4e applica-

tion, billable service revenues have risen by nearly 20 percent, based on similar volumes of inbound work. Ingenico's TotalCARE organization also improved tracking and pricing accuracy, resulting in less time to resolve issues, more rapid collections and improved profit margins. Most importantly, customers are noticing the improved service and are coming back to Ingenico Inc. for their business needs.

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