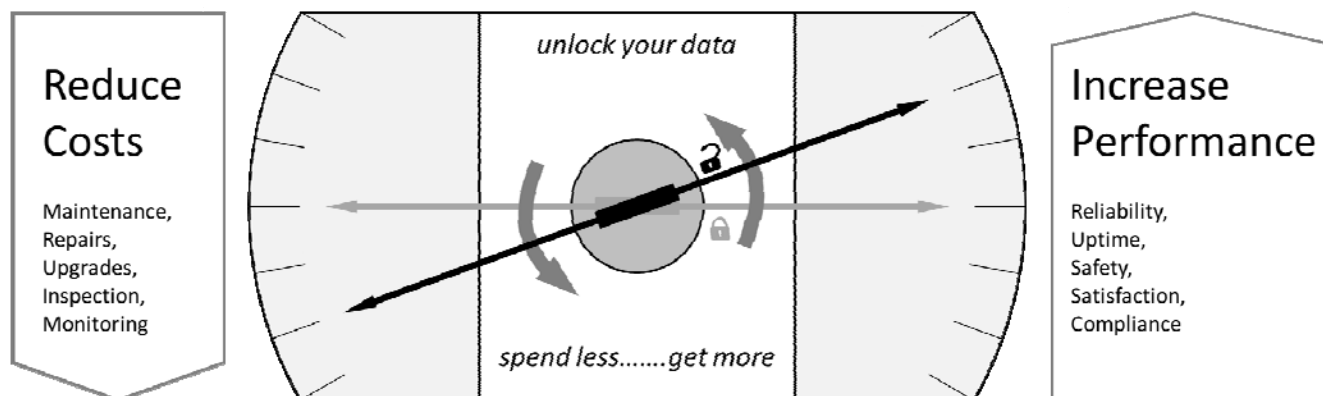


Successful retailers have learned to exploit customer data and leapfrog the competition. You too can leap forward – by unlocking your asset data.



Maintenance is a critical component of successful asset-based businesses, but the link between maintenance costs and performance can be difficult to rationalise. Are you getting the optimum return from your maintenance expenditure? We can help leverage your data and content expertise to ensure that you do.

SOME SUCCESS STORIES

Cable Operator Maintenance Optimisation:

Our client operates a large and complex maintenance programme. The content had developed over time from engineering judgement but had never been robustly tested for effectiveness.

We built a rich dataset from existing sources and quantified the impact of each activity. The relative effectiveness of programme elements is now clear – as are the priority initiatives and the scale of the improvement opportunity.

Telco Network Investment Optimisation:

Our client, a national fixed line operator, experienced intense pressure from the regulator to reduce its fault rate, necessitating a hugely expensive, multi-year investment programme. Work of this type had been done before on the basis of engineering judgement, but there had been no comprehensive analysis of the impact of various initiatives.

We exploited all available data to identify fault drivers and quantify the effectiveness of projects. This insight allowed our client to select the most cost-effective initiatives, to predict future fault rates, and to redesign their investment programme accordingly.

OUR APPROACH

We work with internal experts to identify the factors and variables that might have an influence on maintenance activity. All available raw data is captured – not just the well-formatted and well-known datasets, but also the local records and files that provide rich additional insights. These extracts are bolted together into one large dataset before any analysis is conducted. This ensures that all the variables are analysed within their proper context – ensuring confidence in the final outcome.

Both the consolidation and the low-level multivariate analysis require specialist knowledge, skills, tools and experience – internal subject matter experts are critical to the process. We work closely with them in a small core team throughout an assignment; they provide the knowledge required to obtain the best data, and to help rationalise and validate findings.

Applied Analytics is, of course, an imperfect process – limited by the quality and completeness of the data and knowledge available. But it exploits those resources comprehensively to deliver evidence-based clarity and genuine insight – enabling better-informed management action and major cost reduction opportunities.