

CASE STUDY



ISUZU

Challenges

Outdated applications; need for web migration:

Isuzu is a multi-billion dollar automotive manufacturing and distribution organization with operations that span three continents. In the U.S., Isuzu supports a nationwide network of more than 650 dealers, providing a wide range of key business-related functions, including distribution, marketing, warranty service, parts replenishment and warehousing.

Isuzu's sole means of supplying vital dealer information centered on a system with an outdated version of Visual Basic, whose limitations hampered the timely distribution of database/software updates.

"Partners Consulting's Managed Services Division, (formerly ITresources) extensive knowledge of dealer operations and Web-to-legacy expertise obviously helped to develop and deploy a viable long-term solution and reduced expenses." - *Tom McAllister, MIS Director, Isuzu Motors.*

Our Solution

To speed data delivery and eliminate Isuzu's reliance on obsolete technologies, Partners Consulting designed and implemented a Java-based solution that gave users Internet connectivity and anytime access through any PC with a browser. In a later phase, we redesigned Isuzu's telecommunications and security infrastructure, and developed Web-based tutorials to support the dealers' ongoing training needs.

Results

Estimated annual savings of \$1 million. The combined result of a streamlined software distribution process and a faster, more efficient communications infrastructure enabled Isuzu to reduce expenses by about \$1 million per year. Friendlier interfaces and upgraded technologies also helped improve employee productivity and enabled users to link seamlessly with other Web sites and online resources.

