



Major automotive manufacturer awards multi-year contract to PREMIER for support and maintenance of plant floor systems and related shop floor devices across multiple facilities

Highlights

Facilities

- Sites across multiple states
- In total over 10MM square feet of manufacturing floor space
- Over 900,000 units produced annually

Services

- Level 2 – Production Coverage Support to Manufacturing Systems and Associated Equipment
- Level 3 / 4 – Project Installation Support to Manufacturing Systems and Associated Equipment

Systems and Equipment

- 100+ Servers
- Over 2MM I/O Points
- 700 Operator Stations
- 500 Floor Devices
- 300 Identification Readers
- 250 Network Devices
- 1000+ Radios/Pagers

Objectives

Customer Business Goals

- Decrease operational expenses
- Focus on “core” business activities, the design and manufacture of automobiles
- ‘On demand’ access to additional skilled technicians
- Cost-effective flexibility in maintaining the appropriate number of system technicians as business climate changes

Organizations often seek ways to improve operational efficiency and decrease operating costs. One means utilized by companies to try and achieve these objectives is outsourcing.

When considering outsourcing, companies usually first look to their business functions that are not considered a core competency or “strategic” for the company. Depending on the organization, these could include functions such as: housekeeping, security, food service, facility/building maintenance, skilled trades activities and computer systems development.

A large automotive manufacturer had outsourced support and maintenance of their manufacturing systems for a number of years. These on-site support services are provided in three manufacturing facilities across two states and include the following areas of responsibility:

Production Support

- Network Cable, Switches, Hubs, Routers
- Radios, Pagers, Web Cams
- RF Antennae, Repeaters, Tags
- Line and Manifest Printers
- Servers, UPSs, PDSs
- Poka-Yoke Station Hardware
- Vision System Hardware
- Product Monitoring and Control System Hardware
- Security / Fire / Evacuation System Hardware

Spare Parts Readiness

- Manage Spare Parts Inventory Levels
- Order and Restock Spare Parts

Project Support

- Install Conduit and Cable
- Mount Enclosures and Wiring Controls
- Build and Install Servers and Workstations

The automotive manufacturer recently decided to exercise their contractual right and seek competitive alternatives for the service contract. PREMIER was one of several vendors, large and small, given the opportunity to pursue the contract. After proposal submittal and verification of company capabilities, PREMIER entered into final negotiations and was awarded the multi-year contract.

One critical component to vendor selection was *employee retention*. The vendor’s ability to retain the knowledge and

experience of the existing employees at each of the three facilities was critical. Upon award of the contract, PREMIER managed the seamless transition of 100% of the system technicians and management.

In the years since assuming responsibility of this contract, PREMIER has been successful in the management of the contract and in the delivery of the aforementioned services. Vendor management services provided by PREMIER under this contract include:

- Management of Team and Staff
- Payroll Services
- Retirement Plan Administration
- Benefit Plan Administration
- Human Resource Services
- Recruiting
- Safety Coordination and Support
- Financial Management of Cost Drivers

Our successes can be measured in several areas, including:

- 100% **Employee Retention** During Vendor Transition
- Executed Seamless Vendor-to-Vendor **Transition of Services**
- Supported **Start-Up** of an Additional Manufacturing Facility
- **Increased System Performance** to Key Metrics
- Improved Project Work-Order Budget and Scheduling Process
- Improved **Resource Utilization Reporting**
- Managed Contractual **Cost Drivers** to Below National Averages
- Managed **Employee Turnover** to Below Industry Averages
- Provided Annual **Productivity Improvement** to Customer

This PREMIER team of system technicians is an extension of the customer’s own workforce. They collaborate daily with individuals from the customer’s Engineering, Maintenance, Production, Purchasing and Safety departments to name just a few.

Whenever one of the customer’s plants operates, the PREMIER team is on-site providing support to the production critical manufacturing systems and associated electrical components.