



**INDUSTRY** | Industrial Automation & Material Handling

**EMPLOYEES** | 250+

**WEBSITE** | [adaptecsolutions.com](http://adaptecsolutions.com)

## Unifying Service Offerings

Adaptec has exponentially grown their product and service offerings, but with three companies now joined, new complications arose. They were managing multiple field service teams, using various methods like spreadsheets, whiteboards, and unable to efficiently manage resources, collect data, or track inventory in a single place. They needed to unify their service departments under one, easy to use solution. And because they were branching out into service as a new revenue driver, leadership had to move quickly and get a fast return on their investment.

## SOLUTIONS

- ▶ equipment360™
- ▶ Dynamics 365 Field Service
- ▶ Power BI Analytics
- ▶ Mobile enablement



Adaptec Solutions' vision to lead their industry through Technology-Enabled Equipment Lifecycle Services

### Growth & Expansion Into Service

Since 1977, Aloï Materials Handling & Automation has provided automated and integrated solutions including packaging lines, palletizing, controls, conveyor systems, cranes, and workstations. Recently, Aloï leadership set the vision to provide full equipment life cycle services to their customers, a major shift from the product-centric model of the past. To enable immediate growth, the company acquired Automated Cells and Equipment (ACE), expanding their robotic automation systems offerings, and Mainstream, a service company that focuses on conveyor systems utilized in parcel distribution facilities. The company recently announced that the three platform organizations would rebrand under the name Adaptec Solutions.

Adaptec was forging ahead to become a full service company for their customers, and needed a platform to manage service, remotely monitor equipment, and unify the operations of all three companies.

**20%** Improved Efficiency

**Fast** Launch and ROI Recognition

**Single Platform**



I can honestly say in 20 years of working with asset management technology and field service systems that this is a slick system. The mobile device experience is easy to navigate. The scheduling tool is robust and far exceeds what I have previously seen. I have visions of large screens in our facility depicting the schedule, metrics and enlarged map with our work orders filtered showing where we are performing work day to day.

**Chris Cornett**  
Aftermarket Director

**ABOUT eLogic**

With a 20-year history of delivering transformative digital solutions for manufacturers, eLogic remains at the forefront of applied technologies that are reshaping the industry for the future. eLogic is distinguished as a full-service business solutions provider with a 100% focus on Manufacturing.

Core vertical markets served include Industrial Manufacturing, Health & Science Technology, Aerospace & Defense Technology, High Tech, and Process Manufacturing. By combining decades of industry expertise and leadership with the most powerful technologies, eLogic accelerates their customers' advances in Sales, Marketing, & Service enablement, IoT, Artificial Intelligence, Mixed Reality, Integration, and Analytics.

## A PLATFORM THAT SCALES WITH GROWTH

Adapttec Solutions chose equipment360™, built on Microsoft Dynamics 365 Field Service, as its scalable, extensible platform to support their plan of continued growth. They're now connecting equipment and unifying service operations with common processes, differentiating through outstanding customer service with clear visibility into key analytics like meantime to failure, first time fix rate, repair quote turnaround time, and average profitability by asset or service type.

equipment360™ provided an out of the box solution for the industry features and functionality Adapttec needed, including component serialization, monitoring & management, integration & communication, service reports, installation history, competitor component visibility, and asset remaining useful life. Adapttec's team is modernizing the service they deliver to their customers with:

- ▶ **A Single Integrated Field Service Platform.**
- ▶ **Optimized Performance with Visibility into Analytics through access to equipment data.**
- ▶ **Differentiation through Outstanding Customer Service through efficiency & quality.**

**KEY STAKEHOLDERS**



**EXECUTIVE LEADERSHIP**

Drive better service and improved operations with visibility into key performance metrics.



**FIELD SERVICE TECHNICIANS**

Work within a single platform to manage resources, track inventory, and create sales opportunities.

## CUSTOMER IMPACT

Adapttec has almost doubled their service org since they began this strategic initiative. They started the journey to modern field service management in early 2020 and are already seeing clear return on investment, projecting 20% efficiency improvement for service. No longer will there be a need to manually create work orders, type them up, and send to the customer. They have an automated method of pulling in data from field service techs and generating reports from the field. They're also getting visibility across the service organization with insights into performance, profit, and product lifecycle.

[eLogic.com/equipment360](https://eLogic.com/equipment360)