CASE STUDY

Seamless automation of service and asset management with RFID

Delivering custom-made industry solutions

A leading automobile manufacturer drives productivity and efficiency up with SummitAI IT asset management and service management solutions and Bosch's RFID solution, to automate tracking, maintenance, and auditing of hundreds of IT and non-IT resources.

With the large number of assets in use, a manual inventory count would have taken months to complete. By using RFID tags and SummitAI asset management, identifying and accurately tagging assets saves time, resources, and costs while delivering accuracy in the final output.

8000+
users

494
connected dealers

8000+
IT assets managed

24700+
non-IT assets tracked

A solution for process maturity

The challenge: The automobile manufacturer wanted to expand its teams and manufacturing units but faced service and asset management challenges. It was creating a culture of complex workflows with multiple tools, leading to process gaps. The lack of an integrated solution caused reduced sharing, visibility, and usability.

The automobile manufacturer needed a fully automated solution that could satisfy its audit requirements and asset reconciliation as well as bridge gaps for increased productivity.

The SummitAI solution: delivering custom-made industry solutions

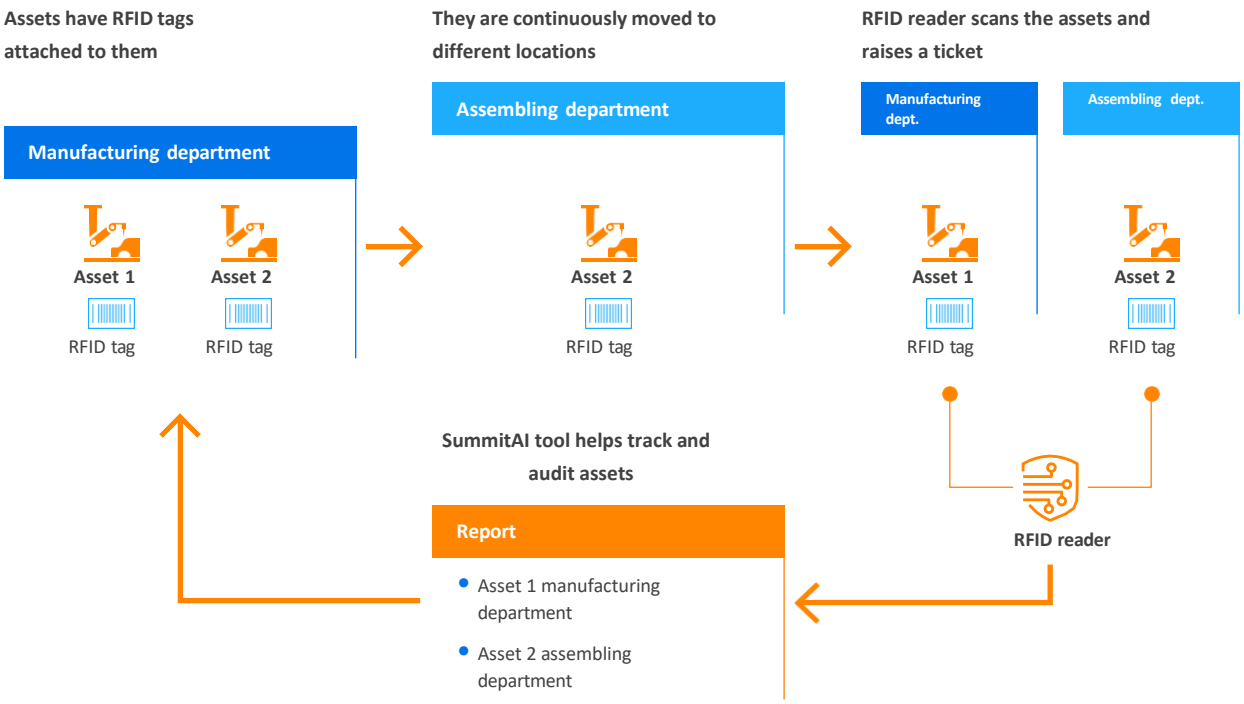
To enable this kind of a radical transformation and manage its assets better, the automobile manufacturer teamed up with SummitAI.

With a unified platform for business, IT, and administration, implementing an efficient and accurate IT services management system was now possible. Using the SummitAI workflow engine, process digitalization, request automation, RFID based asset tracking and verification, and conducting regular audits became effortless. A real-time dashboard for asset management improved workflows and drove cost improvements.

SummitAI delivered improved productivity, process efficiency, enhanced compliance, and optimized resources, thereby saving manpower and audit time.

SUMMITAI

Integration of service management with RFID



Business benefits

- Zero delay in asset verification with on-time physical verification
- Less inventory loss from 10% to 0%
- 100% internal control of asset procurement through the asset management tool
- Improved physical verification time by up to 92% for non-IT assets
- Reduction in manpower from 10 to 3 employees across different plants
- Reduction in audit time from 4-5 days to less than 60 minutes

SUMMITAI

About SummitAI

SummitAI, formerly SymphonyAI Enterprise IT, delivers AI-native service and operations for the enterprise. With deep domain knowledge, enterprise context, intelligent ontologies, workflows, and agentic AI, SummitAI understands how organizations operate and turns that intelligence into autonomous action. From service management and asset management to IT operations, security, and enterprise workflows, SummitAI helps organizations resolve more work with less human intervention. SummitAI is recognized by leading industry analysts, including Gartner, Forrester, and IDC, for its innovation in AI-powered enterprise service and operations. Learn more at https://summitai.com/

Request a demo or contact us for more information:

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