



## **Ingersoll-Rand Innovative Solutions for Aftermarket Service and Support**

### **Background**

Ingersoll-Rand (IR) is a leading innovation and solutions provider with powerful brands and leading positions within the major global markets of Security and Safety, Climate Control, Industrial Solutions and Infrastructure. Part of IR's vision is to achieve "dramatic growth" by "focusing on innovative solutions for our customers."

"Ingersoll-Rand has always been a company that thrives on innovation and finding a better way to do business," said John Stout, vice president of IT at IR.

### **Challenges**

IR wanted to deploy an extensive dealer support solution that would drive aftermarket service productivity, parts sales and customer satisfaction.

"Because of the importance IR places on aftermarket sales, service and support efforts, we had been looking for a comprehensive solution that would help our dealers improve this critical part of the business and also integrate directly with our existing business infrastructure," said Stout.

### **Solution**

Enigma's [Parts & Service Information Solution](#) based on the [Enigma 3C ® Platform](#) enables IR to deliver and dynamically update more than four gigabytes of data, including hundreds of different manuals, parts catalogs, service bulletins and installation updates, to its dealer network via one integrated, Web-based application.

Enigma's 3C technology also:

- Supports multiple delivery environments (Web, CD-ROM, paper)
- Delivers real-time information on product pricing and inventory
- Provides incremental update functionality for CD-ROM installations
- Allows dealers to collect and share feedback with other dealers and with IR

- Enables IR to control access to information by product family, providing each dealer only the information relevant to their line of business

"Enigma 3C® meets all of our needs with a standard, off-the-shelf solution," said Stout.

### **Benefits**

- Improves service bay throughput by putting critical information into the hands of support technicians at the moment they need it, empowering them to solve customer problems quickly and efficiently
- Tightens IR's link to its dealer network by enabling the dealers' mechanics to find necessary service and parts information in a single application that is easily searched and navigated
- Boosts service quality and productivity by ensuring that mechanics and technicians are always working with the latest maintenance and parts information, even in remote environments
- Ensures continuous improvement to products, technical support information and best practices through embedded collaboration technology that allows dealers to share context-sensitive feedback on equipment, parts and service procedures with IR and other dealers
- Improves decision-making in the field and reduces calls to customer support