

SUCCESS STORY

Elevating Service Excellence for Daimler India Commercial Vehicles

Improving DICV's Dealer Management System (DMS) with Advanced AMS Support.

Company Name:
Daimler India Commercial Vehicles

Industry:
Automotive

Location:
Japan

Impact
Enhanced Operational Efficiency

Application
Efficient, Seamless, Automated Platform

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DICV's Dealer Management System (DMS) AMS Support

A CASE STUDY

Improving DICV's Dealer Management System (DMS) with Advanced AMS Support.

Background

The dynamic alliance between Daimler AG and Indian company Hero MotoCorp gave birth to DICV & its Dealer Management System (DMS). This software solution is tailored to enhance & streamline various operational aspects within dealerships & distributorships. We provided 24x7 AMS Support, handled development requirements, drove accountability and ownership with time and target driven transformation of these services.



Our Approach

Streamlined Ecosystem Development for DMS and Maintenance

We delivered AMS support for DICV DMS, aligning with digital transformation and introducing innovative solutions to drive business growth. Proactively resolving issues and providing clear resolution plans minimizing downtime, preventing potential business losses.

Services Provided

- Infrastructure management:** We provided all Siebel, Azure Blob, and D365, MS-based infrastructure solutions like development enhancement, server monitoring, patching, and management, MS Windows server monitoring, and management.
- Solution Operation:** We guaranteed uptime of critical business solutions through Application Monitoring of D365 ensuring the system stays healthy through proactive Application Operation, evergreen through continuous patching and security updates.
- Process Automation:** Automation was done to streamline the management of master data and other essential elements within the application. Utilizing predefined rules and criteria, automation scripts were employed to automate routine maintenance tasks like data cleansing, configuration updates, and other repetitive tasks.
- Transition Management:** In the realm of personnel onboarding, we provide essential training and support for the AMS application to new employees, Ensuring the transfer of key knowledge from the implementation team to the operations team.

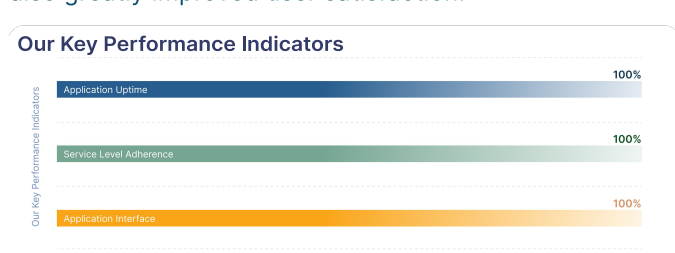
Business Outcomes

Enhanced Accountability

Through our partner-oriented holistic approach, we established a single source of accountability, ensuring continuity of resources and effective risk mitigation and streamlined decision-making processes.

Improved Operational Efficiency

DICV achieved remarkable milestones together with our unwavering commitment to resolving tickets on the same day this shift has not only enhanced the quality of DICV's AMS services with stability and performance but also greatly improved user satisfaction.



ABOUT CUBASTION

Cubastion helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across platforms. Some of the world's largest companies and Indian Public Sector Undertakings trust Cubastion to deploy services to drive new levels of performance, competitiveness, and customer experience.

Over 17 years, Cubastion has built solutions that impact over 500+ million people around the globe working in different demographics across different cultures. [earn more about Cubastion at www.cubastion.com](http://www.cubastion.com)

Challenges Faced

• Complex Business Process

DICV's large-scale reputation and database involved intricacies of dealership operations including, managing vendors and dealerships, such as inventory management, sales, finance, etc.

• Integration with Third-Party Systems

DMS often needs integration with various third-party systems such as Azure Blob, D365 (MS Dynamics CRM), SAP PI Middleware, etc, and ensuring seamless integration and data exchange between these systems was challenging due to differences in data formats, protocols, and APIs.

• System Performance and Scalability

DMSs manage large data volumes and handle price adjustments for all truck variants and parts every six months, especially during peak operational hours.

• Data Security and Compliance

Dealership data, including customer information, financial records, and vehicle inventory, is highly sensitive, so it was crucial to ensure robust data security measures.

Key Areas of Expertise Demonstrated

• Pragmatic Optimization Focus

Our pragmatic approach prioritized optimization and maintenance, ensuring the reliability and performance of AMS solutions. This emphasis on practical solutions drove operational efficiency and maximized business value.

• Leading Automation Technologies Adoption

By automating routine tasks and streamlining processes, we improved overall productivity, reduced manual effort, and accelerated time-to-value for business initiatives.

Ticket Resolution Time



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