



# textile rental industry MANAGED SERVICES

## Intelli-Mine Solutions

- Labor productivity and plant efficiency management enabling reduction in cost of labor and unearned dollars
- Analysis and rationalization of product procurement and distribution to ensure optimum utilization of the supply chain
- Analysis of sales revenues and trends across the nation ensuring greater control on route sales
- Trending of buying patterns based on geography, SIC and multi-location/national customers enabling better marketing strategies
- Identification and analysis of lost business
- Customer satisfaction analysis
- Route Optimization
- Prospect Analysis with external industry data

**TRSA'S 2002 STRATEGIC ANALYSIS OF THE TEXTILE RENTAL INDUSTRY CLEARLY DEFINES THE TECHNOLOGY CHALLENGES FACED BY THE INDUSTRY IN THE COMING DECADE. THE KEY ONE'S AMONG THESE INCLUDE OUT-DATED SYSTEMS, DATA INTEGRITY AND DATA INTEGRATION.**

In order to help business achieve its objectives of top line and bottom line growth, technology must overcome these challenges and provide a strong analytic and decision support framework that can integrate data from various legacy systems and locations, identify and resolve data integrity issues and provide quick and meaningful business analysis. In order to achieve quick ROI, this needs to be done in a short time frame, with minimal cost and proven technology.

Intelli-Mine provides the Textile Rental Industry with state of the art solutions that meet all the above needs. Intelli-Mine achieves the above by providing Business Intelligence solutions based on a robust, highly scaleable and open architecture along with unmatched ease of implementation and use.

Based on a clear and focused vision, our solutions are simple in design and implementation, without compromising on user requirements and system performance. At the same time, they are customized to the specific needs of the client and the industry.

Our proven methodology ensures the desired results, quickly. It is vital in reducing risk, controlling costs, and mitigating potential problems and it allows a painless journey from idea to implementation. Our methodology allows quick and smooth project implementation to produce early realization of business intelligence benefits and is tailored to drive high investment returns. A key advantage of our methodology is that our solutions are based on open architecture and are thus supported by the industry. Our solutions are therefore user extendable and do not limit the client in implementing necessary enhancements. Intelli-Mine solutions are

“We could have spent millions creating an ERP system and not have gotten as good a solution.”

Director,  
Operations Support  
Client Company

“We are extremely pleased with the system. I am surprised at how smoothly the project went. We would definitely use Intelli-Mine again.”

Director,  
Supply Chain  
Client Company

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based on new-generation toolsets/infrastructure. Our solutions benefit from the strength of alliances with key industry leaders, which enable us to provide clients with state of the art technology and tools.

- **THE CLIENT: A leading uniform services provider**
- **SOLUTIONS: Intelli-Mine built enterprise wide, multi-terabyte data warehouse solutions, on Microsoft platform, to consolidate the data from all plants and service centers, with state of the art analytic tools that allow users across the country, including the executive management team, to look at the data for any and all plants, and also allows the users to do reporting, trending, benchmarking and ranking, all at their fingertips**

## LABOR PRODUCTION MANAGEMENT SYSTEM

### ▪ Background

The client has approximately 100 plants across the country where they service garments that they rent to their customers. Each plant has its own instance of a data entry system to record labor production without any consolidated system for data from all plants.

### ▪ Challenge

The executive management, did not have access to the big picture, nor were they able to create benchmarks of labor efficiency and operation cost.

The result was an inability to effectively monitor and control efficiency and cost.

### ▪ Benefits

The solution has already provided the customer several significant benefits, some major ones being:

- Ability to view and rank consolidated productivity data for all plants across the country
- Ability to identify and create performance benchmarks for plants
- Ability to analyze the entire set of production data to identify trends and problem areas
- Decision support at all levels of the organization
- Annualized savings were approximately 4 million dollars in the first year

## SUPPLY CHAIN MANAGEMENT

### ▪ Background

Our Client manufactured approximately 55% of the products they serviced their customers with. The rest were sourced from vendors. In order to achieve standardization of their product line, streamline the supply chain and to increase profitability, it was required that this percentage be increased to 70% in the next 12 months.

### ▪ Challenge

In order to do this the Supply Chain group needed to identify customers that use non-standard products and to convert them into using standard products. Supply Chain also needed to monitor the sales process for new customers and review products offered.

### ▪ Benefits

Our system provided the client several significant benefits. Some major ones were:

- Ability to view customer activity detail
- Ability to monitor their conversion to standard products
- Ability to view consolidated data for all service centers across the country and their ranking
- Ability to identify and create benchmarks for service centers to reduce volume of outsourced products
- Annualized savings were about 3 million dollars in the first 12 months

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## SALES AND OPERATIONS

### ▫ Background

The client's sales data mart (SDM) was built several years ago with the objective of fulfilling the need for consolidated sales reporting from service centers across the country. SDM provided users with various reports designed to fulfill their reporting needs.

Since the inception of SDM, many new applications had been built to accommodate the evolving reporting needs of different business user groups. SDM was the only source of consolidated sales data from all the service centers and thus these applications depended on SDM as the source. Frequently, users also required the services of the IT department to

- Create new applications for new reporting needs
- Create new ad-hoc reports / queries using data from disparate systems

### ▫ Current Issues

Though most user groups depended on SDM for their needs, its design had been in a "FREEZE" mode since its development. No new functionality had been added even though the user community had identified need for additional consolidated data from various transactional systems. No sophisticated reporting tools were available to access data and create reports, users needed to have programming knowledge to be able to access data. There had been no technological upgrades of the hardware and software platform within the SDM

### ▫ Current Challenges

The client was faced with the following challenges and concerns:

- Inability to perform margin analysis due to non-availability of any cost related data in SDM
- No database and operating system software support from vendors due to obsolescence
- Insufficient scalability of platform to address the growing needs of users
- Inability to use advanced data management and performance enhancement tools due to old database

- management software that restricted usability
- No more than two or three concurrent user access
- Unusable aggregated / summary data within the SDM
- Lack of efficient data recovery procedures that could affect several applications dependant on SDM
- Duplication of effort in many MS Access and SQL applications
- IT report analysts need to continually combine data from disparate systems for consolidated reports

### ▫ Benefits

Our system provided the customer with several significant benefits. Some major ones are:

- Ability to view consolidated sales and revenue data for all service centers across the country. This enabled the client to identify and create performance benchmarks and do trend analysis
- Ability to perform prospect analysis on externally acquired market data to get new business
- Ability to analyze lost business to improve customer retention
- Ability to perform customer satisfaction analysis based on Customer Survey Results.
- Customer call and complaint analysis to improve responsiveness enhancing customer satisfaction
- Customized reporting for "National Accounts"
- Estimated savings for reporting efforts through the use of a new business intelligence tool throughout the enterprise is \$4 million per annum
- Increase in revenues due to new customer attraction and reduced customer attrition driven by the new system is \$ 6 million per year

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The data is there  
- it's what you do  
with it that counts.

Whether it flows in  
from the  
boardroom, the  
assembly line,  
customer contacts  
or points in  
between, that data  
is powerful - but  
only if the raw data  
can be transformed  
into real intelli-  
gence to better  
know your  
customers, your  
suppliers, your  
organization and, in  
turn, to put out a  
better product

## SUMMATION

There was one common thread running through the above three systems: these projects brought together uniform services expertise, customer knowledge, and flexible analytical software to deliver excellent solutions to the business challenges.

The need to take the BI initiative was spurred by the above business challenges. Executives had to identify ways to increase efficiency, cut operating costs and grow revenue despite ever-shrinking budgets. In the face of shrinking market share a number of our clients have turned to customer based solutions to weather the turn and position themselves for long-term growth.

The above systems support free style analysis. This has helped our clients to overcome the limitations of their current business. The ability to drill down through layers of data, pivot rows and columns, calculate specialized metrics on the fly, and sort in any direction on any variable - all at the speed of thought - enables users to ask the questions and do the analysis in any path they choose. Analysis leads to further questions. The answers to these lead to insight.

## ABOUT INTELLI-MINE INC.

▀ **Intelli-Mine is a full service consulting firm providing IT service to the Textile Rental Industry.**

We are dedicated to helping the textile rental industry increase their profitability by providing dependable and affordable solutions that enhance all stages of the rental cycle - from marketing through servicing. The Intelli-Mine team not only has technologists, but is also backed by people with extensive business knowledge. Our professionals leverage extensive textile rental industry and technology experience to deliver on time and on budget. Our methodologies help us deliver best-of-breed solutions to clients. Industry knowledge, technical expertise and an exceptional commitment to the customer has laid the foundation for Intelli-Mine.

As our name implies, we help our clients to intelligently mine their most valuable asset - DATA. We align our clients information systems to enable them to access the right information at the right time, empowering them to achieve the desired business results.

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