

Moving people, parts, and process forward to reduce downtime.

**MODERNIZING PRODUCT SUPPORT INFORMATION
ACROSS A GLOBAL NETWORK IS THE NEXT STEP FOR
MITSUBISHI LOGISNEXT AMERICAS.**

SITUATION: Consolidate legacy product support systems into one robust solution for greater business advantages.

For seventeen years, ONEIL has partnered with Mitsubishi Logisnext Americas (Logisnext), a technology-driven manufacturer offering scalable solutions from material handling to automation and extensive fleet support. In an effort to deliver product support content across an ever-expanding set of brands, models, users, part sources, and formats Logisnext turned to the information strategists at ONEIL to streamline complexity, reduce costs, and deliver a better user experience for dealers and field technicians.

SOLUTION: Develop a product support strategy that links parts, service, and operation maintenance manual data together.

With a host of services being utilized across seven brands, five geographic regions, and supporting three different user access types, the solution was to create a modernized ecosystem, improve the user experience, and save costs without sacrificing data integrity.

“

We want our dealers and end users to feel confident that the information at their fingertips makes truck maintenance quicker, easier, and accurate. That's why we're leaning into our long-standing relationship with ONEIL – because they know how to execute a complex strategy.

”

Bryon Vandergriff
Senior Manager Product Services
Mitsubishi Logisnext Americas (Houston)

This transformative effort brings all Logisnext business units under one current publication system using the ONEIL ONeSOURCE suite of products to reduce parts order errors, increase user confidence, decrease returns and speed up the repair process for the Logisnext lines of forklifts.

(continued...)

By having a global solution that filters content on display, the Logisnext group of companies can maximize content reuse, which greatly increases data consistency and accuracy while lowering costs to create and maintain product support assets.

2020 ACTUAL UPTIME
99.9883%

Whether at a dealership, in the field or in a shop, users searching through Logisnext manuals, schematics, service books and parts will have access to new, helpful online features and functions that drive efficiency, enhance functionality and help improve the overall forklift maintenance experience. That's because the ONEIL solution drives users to accurate information they need in a responsive way with unparalleled precision. For those without a reliable internet connection, like in field or factory environments, the system will replicate the website for precise replacement part selection or maintenance procedures in an offline setting.

RESULTS: Upon completion, this project impacts nearly every parts book, service manual, and schematic across seven brands of Logisnext manufactured equipment around the globe. "ONEIL is in the business of making information easier to understand, manage and access, and that's exactly what this deal allows us to do for Logisnext," said Armando Monzon, director of software development for ONEIL. "With a modernized approach to product support information Mitsubishi Logisnext Americas will continue to Move The World Forward."

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DATA POINTS

4 Levels of Applicability

- 7 Product Brands
- 5 Regions
- 9,482 Models
- >110,000 Serial Numbers or Serial Number Ranges

Narrative Publications

- 200 Narrative Publications – Service, Operator, Training
- 16,059 Data Modules
 - 11,032 Data Modules shared with two or more Narrative Publications
- 17,339 Media Graphics
- 28 languages setup for Translation Management Services
 - 8 for Graphical User Interface (GUI) for use on web portal
 - 28 for generating PDF publication data

Interactive Schematic Publications

- 716 Interactive Schematic sheets
- 77,670 components
- 14,153 circuits
- 5,074 links
- 135 attachments

Parts Publications (Legacy Parts System)

- 2,717 Parts Publications
- 1,134,484 Master Parts
- 350,698 Parts Lists

Web Portal

- 92,237 visitors for a month
- Average 622,935 visitor hits per day

Installed Clients

1,800+ (based on active data keys)

Enterprise Business System Integrations

- Linkage between ONEIL developed parts legacy system and Logisnext's parts purchasing system – pass parts data to system
- Linkage available to display marketing photos for parts

User Authentication Integrations

- 3 types of authentication for web portal - (APIAN (SSO), Direct Login, Bulk/Anonymous User

Service Level Agreement (SLA) Uptime Target 99.5%

- 2020 Actual – 99.9883%

To learn more about our solutions and services, visit **oneil.com**