



DIGITIZING WORKFLOWS TO IMPROVE LAWSUIT EFFICIENCY AT IOCHPE-MAXION

100%

workflow
automation

15%

increase in requests
through the portal

100

100 services implemented for
various areas

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IOCHPE-MAXION is a global company that has experienced significant growth through recent acquisitions.

As a result of this growth, the company was facing increasing demands on its internal systems and processes, particularly in its Lawsuit department. To meet these demands, the company needed to make its services more efficient and digitally accessible.

The Challenge

The Lawsuit department at IOCHPE-MAXION was facing several challenges, including manual workflows that were time-consuming and prone to errors. Services were executed through emails and spreadsheets, and the process was not intuitive for users. This led to inefficiencies and a lack of transparency in the workflow, affecting the quality of service that the company was providing.

Customer:
IOCHPE-MAXION

Headquarter:
São Paulo-SP

Industry:
Automotive Wheels
Manufacturing

Employees:
15,000

Products:
ServiceNow IT Service
Management



The Solution

To address these challenges, IOCHPE-MAXION engaged with ProV to carry out a survey with the business areas and make its services more relevant and digitally available. ProV worked closely with the company to elevate the user experience by creating a single portal and making resources accessible and intuitive to use. ProV's services were used to implement ServiceNow ITSM to automate workflows and improve the overall service level of the company's service center.



The Results

The digitization of workflows at IOCHPE-MAXION has led to significant improvements in the Lawsuit department. The automation of services has resulted in 100% workflow automation, a 15% increase in service requests through the portal, and over 100 services implemented for various areas. The improved user experience has led to a more satisfying experience for the company's collaborators, and the digitization of services has helped the company to meet the demands of its internal systems and processes.

Conclusion

IOCHPE-MAXION's partnership with ProV has been instrumental in improving the efficiency and effectiveness of its Lawsuit department. The digitization of workflows has led to significant improvements in the user experience, increased automation, and a more streamlined service center shared. These improvements have helped the company to meet the demands of its internal systems and processes and provide a better experience for its collaborators.

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