



Case Study: Roadmap For A Connected And Unified Global Services Portal

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Global manufacturing companies are dealing with a complex network of distributors, dealer networks, and customers across various regions, business units, and product lines. Companies are using disparate systems and processes to manage Registration, Warranty, Protection Plans, and Technical Support. In this Case Study Cheryl Johnson, Global Services Project Manager from Trimble and Ashok Kartham, CEO of Mize will share about the roadmap to implement a connected and unified Global Services Portal.

Trimble is \$2.3 billion company with offices in 35 different countries and serves a variety of industries including agriculture, engineering and construction, transportation and wireless communications infrastructure. Trimble and Mize have joined forces to implement My Trimble Protected (MTP) portal to manage Registrations, Activations, Warranty Claims, Protection Plans, Support, Knowledge, Service Locator, and Service Work orders. In this session, you will learn about strategies, challenges, and roadmap to streamline services processes and deliver superior customer experience.