Manufacturing India

A paint manufacturer tracks tinting machines at its retailers from purchase to repair

A paint and coatings maker replaced email requests and approvals with one system for buying, installing, tracking and maintaining the tinting machines placed with its retailers.



AT A GLANCE

INDUSTRY
Paints and coatings

REGION
India

ASSETS
Tinting machines at retailers

PREVIOUSLY
Email requests and approvals

FEATURES USED
Assets Suppliers Work Stores

01 The client

The client manufactures and supplies paint and coating products, sold through a network of retailers.

Many of those retailers have a tinting machine installed by the client, used to mix and customize paint colors for customers. Each machine is the client's asset, but it sits on a retailer's premises and depends on the machine vendors for maintenance.

02 The challenge

Tracking the tinting machines relied on requests and approvals by email. It was slow, error-prone, and gave no current view of where each machine was or what state it was in.

- No current view of each machine's location and status.
- Buying and installing machines was handled in pieces, with no single process.
- Retailers had no easy way to raise maintenance or support requests.
- Vendor maintenance services were separate from machine records.
- Inventory, tracking and maintenance requests were all manual.

03 What they set up in Asset Infinity

The company now manages each tinting machine in Asset Infinity, from purchase and installation to maintenance at the retailer.

Assets

A record for every machine

Each machine is in the register with the retailer it is installed at, its status and its full history, replacing email threads.

Suppliers

Purchase to installation

Purchase requests, approvals, purchase orders and receiving run in one flow, so a new machine is tracked from order to installation.

Work

Requests from retailers

Retailers raise maintenance or support requests for their machine, and each request becomes a work order with an owner.

Stores

Consumables and spares

Stock of consumables and spare parts is tracked with reorder advice, replacing manual inventory counts.

04 How it works day to day

This is how a tinting machine is handled now, from order to service.

SALES TEAM

Requests a new machine

A purchase request for a retailer's machine goes through approval steps in the system, with reminders when an approver has not acted.

PROCUREMENT TEAM

Orders and receives it

The approved request becomes a purchase order to the vendor, and the machine is received against it.

OPERATIONS TEAM

Records the installation

The machine is added to the register with the retailer it is installed at, and a QR label links it to its record.

RETAILER

Reports a problem

When the machine needs attention, the retailer raises a request by scanning its QR label or from the web, with a description and photo.

SERVICE COORDINATOR

Assigns the job

The request becomes a work order, assigned to the right technician or vendor, with the machine's history attached.

TECHNICIAN

Fixes and closes

The technician closes the work order with notes, and any spare parts used are issued from stores against it.

MANAGEMENT

Reviews the network

Dashboards show machines by retailer, open requests and response times across the retail network.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Tracking requests	Handled by email	Managed in one system
Machine status	No current view	Location and status on each record
Purchase and installation	Fragmented process	One flow from request to installation
Retailer support	Hard to raise requests	Requests raised for each machine
Vendor maintenance	Separate from tracking	Logged against each machine
Inventory	Managed manually	Tracked with reorder advice

06 How it rolled out

1

Machines registered. Installed tinting machines were recorded with the retailer each one sits with.

2

Approvals moved off email. Purchase and installation approvals were configured as approval steps in the system.

3

Integration with existing systems. Asset Infinity was connected to the company's existing systems through the API for data exchange.

07 The results

- Real-time visibility of every machine, with better accountability.
- Less downtime and more reliable machines through tracked maintenance and support.
- Faster purchase and installation of new machines, with fewer delays.
- More accurate inventory, with fewer stockouts and less excess stock.
- Faster response to retailers, improving service quality and loyalty.

08 Why it worked

The whole life of a machine

Purchase, installation, location and maintenance live on one record, which email could never provide.

Retailers in the loop

Retailers raise their own requests, so problems are reported as soon as they happen.

Fits existing systems

The API let Asset Infinity exchange data with the systems the company already ran.

09 Looking ahead

By bringing purchase, installation, tracking and maintenance of its tinting machines into one system, the company replaced email approvals with a process it can see and measure.

Retailers get faster support, and the company knows where each machine is, what it cost and how often it needs attention.

See it on your own assets

A 30-minute demo, set up for a manufacturer with equipment placed at dealers or retailers.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial