

# How Infraon Optimized Operations of a Top Global Manufacturer with 75% Improvement in Productivity & Compliance



## About the Client

ASK FRAS-LE FRICTION PVT. LTD. is a Joint venture between the largest 2W Brake Shoe manufacturer – ASK, India, and the largest CV Lining manufacturer – Fras-le, Brazil. Founded in February 2018, the company manufactures various parts and accessories for motor vehicles, including axles, brakes, exhaust pipes, gearboxes, radiators, road wheels, silencers, steering columns, steering wheels, and suspension shock absorbers.

## Challenges

- ➕ Creating customer tickets manually in the internal system
- 📖 Lack of knowledge base articles to assist agents in issue resolution
- 🕒 Facing difficulties in tracking AMC/renewals
- 😞 Dealing with labor-intensive auditing processes
- 📄 Absence of tracking for software licenses and related expenses
- 💻 Lack of an in-house platform for monitoring asset expenses and budget planning

## The Need

ASK FRAS-LE FRICTION PVT. LTD initially used spreadsheets for asset tracking, but this method was not very effective. This led to problems in locating and managing their assets. They used separate software for customer support, which caused delays and confusion in handling customer issues. Using email for internal service requests resulted in potential delays while addressing internal needs.

The absence of a centralized knowledge base made their team to spent extra time on addressing customer queries. Additionally, they didn't have an effective system for tracking software costs and other expenses related to their assets, which made budget planning challenging.

Also, they are on lookout for robust tracking systems for AMCs/renewals and automate auditing processes to reduce labor-intensive tasks and enhance accuracy.



## What Infraon Infinity Offered

- Deployed Infraon Infinity - a single suite for ITOps modernization
- Real-time tracking of assets from procurement to retirement
- No-code workflows for creating customer tickets in an internal system
- Centralized knowledge base to support agents in issue resolution
- Proper asset ID customization to enhance security and asset tracking accuracy
- Accurate asset grouping/categorization based on the nature of the assets
- Streamlined software license management, including compliance monitoring and timely AMC expiry notifications
- Effective software blacklisting/whitelisting to get control over the software ecosystem
- Real-time software installation monitoring
- Comprehensive asset expense tracking and budget planning

## Results



**75%**

Raise in  
Productivity



**75%**

Reduction in  
Cost



**75%**

Improvement in  
Compliance



**75%**

Raise in Agent  
Productivity



**75%**

Raise Customer  
Satisfaction

## Benefits

- Reduced manual efforts during auditing process
- Reduced risk of fines and under-licensing fees
- Enhanced security and compliance
- Faster issue resolution
- Optimized utilization of assets

## Contact

USA: +1 (415) 322-2237

India: +91 80 4656 710

## Address

166 Geary St., STE 1500, Suite #254, San Francisco, California 94108, United States.