

CASE STUDY



North America Mitsubishi

Challenges

Secure data distribution to meet regulatory mandates:

Established in 1982 as a subsidiary of Japan's Mitsubishi Motors Corporation, Mitsubishi Motors North America, Inc. (MMNA) is the exclusive U.S. distributor of the company's passenger cars and sport utility vehicles. In March 2003, the US Environmental Protection Agency (EPA) and the California Air Resources Board (CARB) enacted new regulations requiring automakers to give third-party repair shops Internet access to technical vehicle-emissions information.

Because of its extensive automotive experience, web-development knowledge and project-management expertise, Partners Consulting was asked to assist.

"Partners Consulting's Managed Services Division, (formerly ITresources) was instrumental in our successful web implementation and continues to be a valued business partner."

- Kurt Kurata, Manager, Service Technical Resources

Our Solution

A powerful and secure web site, with access to technical emissions-service data. Combining strong project management skills with specialized expertise in IBM WebSphere Application Server, Universal Database and VisualAge for Java, Partners Consulting designed and implemented a new web site, including a secure, real-time credit card processing capability. This feature allows auto service technicians around the country to access Mitsubishi's vast library of content including service manuals, technical bulletins, articles, and manufacturer's recalls.

Procedures for renting or buying PowerTrain Control Module (PCM) reprogramming and diagnostic tools are also accessible. Site servers are hosted in Partners Consulting' secure, 24 x 7 Data Center, where an experienced Help Desk Team monitors operations and responds with Level 1 and 2 Support and call escalation services.

Results

Cost savings, rapid compliance, improved service. Outsourcing benefited Mitsubishi in several ways, including cost savings, rapid regulatory compliance and improved service to technicians. Teaming with Partners Consulting enabled the company to respond to federal and state mandates quickly, while saving thousands in manpower and implementation costs. The collaboration also resulted in a separate, long-term Call Center / Help Desk contract, which Mitsubishi awarded to Partners Consulting for its success in developing the web site.

