Overview

Isuzu is a leader in transportation, commercial vehicles and diesel engines. Founded in 1916, Isuzu has the longest history of any Japanese vehicle manufacturer and takes price in supporting customers while respecting the environment.

ISUZU

Challenges

Isuzu was experiencing some difficulties with their method of supplying vital dealer information, which was centered on system that oftentimes made it difficult to timely distribute database and software updates. Isuzu, for clients in California and Michigan, turned to Calance, formerly known as Partners Consulting, for a full suite of web services, including web design and development, ongoing maintenance and enhancements, hosting and helpdesk services.

Our Solution

To speed up data delivery and increase the efficiency of Isuzu's processes, Calance designed and implemented a Java-based solution that gave users Internet connectivity and access through any PC with a browser. In a later phase, Calance redesigned Isuzu's telecommunications and security infrastructure, and developed web-based tutorials to support the dealers' ongoing training needs. Calance also provided Isuzu with a complete data center and NOC services, including systems monitoring, problem escalation and 7x24x365 high-availability hosting for business to consumer (B2C) and dealer business to business (B2B) finance servers.

Results

The combined results of a streamlined software distribution process and a faster, more efficient communications infrastructure enabled Isuzu to reduce expenses by about $1 million per year. Friendlier interfaces and upgraded technologies also helped improve employee productivity and enabled users to link seamlessly with other websites and online resources.

"Calance's extensive knowledge of dealer operations and legacy-to-web expertise obviously helped to develop and deploy a viable long-term solution and reduced expenses."

– Tom McAllister
MIS Director, Isuzu