

# CUSTOMER SUCCESS STORY



Lowry Solutions transformed from a shipping and logistics company to an industrial IoT solutions provider that specializes in supply chain tracking and traceability solutions, automatic identification technology and managed print services.

*“Working with Bolt Data on the Salesforce Field Service and ServiceMax Asset 360 project has been a wonderful experience. They brought a deeply knowledgeable team that worked hard to understand our requirements and turn them into reality.”*

- MARK MUEHLENBECK, CHIEF FINANCIAL OFFICER

**INDUSTRY**  
SUPPLY CHAIN

**CLOUDS**  
SALESFORCE SERVICE CLOUD, FIELD SERVICE, SERVICEMAX ASSET 360

**SERVICES**  
IMPLEMENTATION AND INTEGRATION SERVICES, CONSULTING FOR BEST PRACTICES BY BOLT DATA

## THE CHALLENGE

Lowry Solutions specializes in full-lifecycle traceability of customer assets, but their siloed systems left them with disparate data, and the need for manual research and entry created inefficient and time-consuming processes. As their products and services diversified, they knew streamlining and consolidating their internal processes would improve the customer experience.

## THE SOLUTION

Bolt Data engaged with Lowry Solutions to create a comprehensive solution using Salesforce Field Service and ServiceMax Asset 360 including:

- Sophisticated contract management and entitlement that accurately maps to how their customers buy and deploy their products
- Asset lifecycle management that ensures products are managed properly with the use of advanced depot repair processes
- Centralized customer contact center with streamlined dispatch and scheduling
- Automated work order generation for preventative maintenance measures

