



### Challenge

- ▼ Instructional kiosk construction was complex and hard to manage
- ▼ Vendor couldn't meet volume and change demands

### Solution

- ▼ Serco documented everything
- ▼ Simplified and standardized parts and processes

### Outcome

- ▼ Consistent look and feel
- ▼ Faster shipping and setup achieved

## SIMPLIFY AND STANDARDIZE



### The Challenge

A National Insurance company's IT department provided instructional kiosks for its customers' to explain the intricacies of insurance programs to employees. The kiosks were constructed by a vendor that made some of the machined parts, bought sheet metal from another supplier, purchased standard parts from other suppliers, and attempted to engineer and manage updates and design changes themselves, with limited hand-written documentation notes. Project growth quickly outstripped the vendor's volume capabilities and the ability to keep up with evolving design changes.

### The Solution

Serco Manufacturing Company was selected to take over the project, and its first action was to create a drawing of the entire assembly in the design software, Solid-Works,® allowing the company to have a clear set of plans going forward. Serco also re-designed some parts of the kiosk to be universal for all personal computers, as well as reducing the number of parts in the assembly. Serco now fulfills the insurance company's orders for the kiosks, shipping the enhanced units more quickly and providing clear assembly instructions for each device.

### The Outcome

Thanks to simplification and standardization, the new kiosks have a consistent contemporary design, and can accommodate current PCs in the life cycle of the kiosks. The units provide a more professional appearance, assemble and ship faster, and the setup onsite is much easier, with the inclusion of multi-language, graphical assembly instructions.

### About Serco Manufacturing

Since 1983, Serco Manufacturing Company has provided quality products and service solutions in the precision sheet metal fabrication and machining industry. Call today to find out how our ingenuity and creative solutions can benefit your business.