

## Use Case:

### Enhancing Automotive Operations with Convergent

convergent®

#### Background

Convergent, a global leader in service-based systems integration, delivers innovative solutions tailored to meet the needs of entities in industry and government. Convergent has established partnerships with multiple companies in the automotive sector with a focus on enhancing manufacturing processes, improving operational efficiency, and optimizing security. This use case details Convergent's collaboration with a global leader in the automotive industry, highlighting how technology, embedded resources, and program management have supported their success.

It all began with the alignment of values and culture between Convergent and this industry leader, who shares a commitment to excellence, innovation, and sustainability. These common values continue to facilitate trust, reinforce the relationship, and enhance the effectiveness of Convergent's service and solutions delivery.

#### Objective

The automotive customer, known for its manufacturing capabilities and technological innovation, sought to streamline its operations via increased standardization. Minimizing the number of integrators serving their US facilities was key to that effort. Doing so promised to optimize the budget and improve project coordination throughout the corporate footprint.

In identifying primary and secondary integrators, the customer had three critical asks:

- 1. Vertical Expertise:** Ability to address specific business and service needs with tools for consistent execution, communication, and unparalleled service delivery. This included adaptation for production sites focused on technologies like solid-state batteries for electric vehicles.
- 2. Program Management Resources:** Ability to support the customer with program management support and embedded resources.
- 3. Comprehensive Solutions:** Ability to help businesses solve unforeseen problems, streamline work processes, improve efficiency, and increase revenue.

## Challenges

The automotive manufacturer was navigating complex challenges driven by rapid technological advancements and the need for efficient operations across numerous facilities. These included:

- **Operational Efficiency and Infrastructure Management:** Coordinating operations and optimizing resource allocation across geographically dispersed and remote manufacturing sites.
- **Stabilization of Technology:** Ensuring that all technological systems were stable and uniformly integrated, starting from headquarters and extending to all facilities.
- **Upgrades and Maintenance:** Keeping systems up to date with necessary upgrades and maintaining licenses to prevent obsolescence.
- **Uniform Security Practices:** Implementing consistent security measures, such as surveillance and access control, across all facilities to maintain standardization.
- **Optimized Equipment Maintenance:** Developing effective strategies for equipment upkeep to enhance longevity and operational reliability.
- **Safety Initiatives:** Ensuring implementation of safety protocols across all locations to protect personnel and assets.

## Solutions Provided by Convergent

Convergent was and continues to be focused on meeting these challenges head-on, providing the customer with the tools and expertise needed to enhance security, streamline operations, and maintain high standards across their diverse facilities.

Convergent designs and deploys security solutions leveraging technology from its partners and customizes them to meet the specific needs of automotive manufacturers, and protect critical assets, intellectual property, and sensitive data. Key capabilities offered to the customer include:

- **Advanced Surveillance Systems:** Convergent delivers advanced video surveillance solutions, including high-resolution cameras and wireless options for challenging environments like port facilities. These systems ensure comprehensive monitoring and quick threat detection.
- **Access Control Technologies:** Convergent's enterprise access control solutions provide consistent results for 5 geographic regions in the US as specified by the customer. The incorporated hierarchy enhances security and simplifies access management across all facilities.
- **Intercom Systems:** Advanced intercom systems from Convergent improve communication within large facilities, ensuring clear and reliable interaction between different departments and locations.
- **Perimeter Access:** Installation of turnstiles and preventative maintenance support the fortification of perimeter security.

Additionally, Convergent provides embedded resources, program management support, a Project Specialist, and enrollment in the Premium Service Center to ensure optimal customer results. Beyond traditional support, it fosters relationships based on mutual respect, shared goals, and similar culture all supported by regular meetings and ongoing collaboration. This includes executive engagement to drive growth and program excellence.

Given its capabilities and commitment to customer success, it was no surprise that Convergent eventually became the primary integrator and now has years of experience as the customer's integration lead.

## Results

Convergent's tailored security solutions and supporting resources continue to deliver significant improvements for the automotive customer. By focusing on operational efficiency, risk mitigation, and overall performance, Convergent's approach yields the following key outcomes:

- **Enhanced Efficiency:** Convergent enables the customer to focus on their operations, and not their security. Furthermore, video technology extends beyond security applications, supporting oversight that enables opportunity identification and improvements.
- **Operational Excellence and Risk Mitigation:** Convergent's comprehensive approach to security supports the automotive manufacturer's safety conditions within all facilities – manufacturing, warehouses, R&D, financial services, and other supporting installations. Furthermore, proactive risk mitigation strategies safeguard against potential disruptions and regulatory challenges, supporting business continuity and resilience.
- **Strong Partnership and Collaboration:** Through collaborative efforts, Convergent and its automotive partner foster continuous improvement. This leads to enhanced security problem-solving capabilities and shared successes.

## Conclusion

Convergent's commitment to innovation, collaboration, and client-centric solutions supports optimal outcomes in the automotive sector. By addressing complex security challenges, supporting operational efficiency, and fostering best practices, Convergent empowers automotive manufacturers to achieve their strategic objectives and maintain leadership in a dynamic marketplace. The enduring partnership between Convergent and this automotive manufacturer is witness to Convergent's commitment to customer success.

