



Network Re-engineering and Standardized Processes Keep Toyota Vehicles Rolling Off the Line

Mastech Expertise

The Mastech team provided expertise in the following areas:

- Windows
- Cisco routing, switching, wireless, and Unified Communications
- HP servers
- EMC Storage Area Network
- MOM
- SCCM
- Custom applications

Challenge

Toyota manufacturing operations rely heavily on technology to maximize production capacity and quality. The company's IT teams that support manufacturing operations take a strategic role and outsource most skilled technical support positions. Dynamic industry conditions had resulted in technology implementations designed to quickly remedy a production issue. As a result, over time Toyota IT teams were working with a patchwork of network infrastructure solutions and the associated design, support, and management processes were inefficient. Toyota needed specialized assistance to optimize its production control systems and establish best practices for rapid troubleshooting and remediation.

Solution

Mastech created a team of experts in network and system support and design, and team members with deep experience in project, asset, incident, problem, and change management processes. Mastech IT staff with extensive enterprise infrastructure experience assessed and re-engineered key areas of the network for high availability. Standardized management processes simplified operations and troubleshooting. As a result, Toyota's manufacturing organization was able to achieve the lowest incident resolution times in the company.

About Toyota

Toyota has been operating in the United States since 1957, investing over \$17 billion in sales and manufacturing operations, research and development, financial services and design. The company has 10 manufacturing plants in the United States and employs over 35,000 people. Toyota is committed to giving back to the communities in which it operates. Since 1991, it has awarded more than \$464 million to organizations across the nation that are dedicated to improving education, the environment, and safety.

For more information about Mastech services, visit www.mastech.com.