

SOLUTION

rTS

INDUSTRY

Cosmetics

**TRANSFORMING SUPPORT AND
EFFICIENCY FOR A SKINCARE
MANUFACTURER**

A leading skincare manufacturer sought to replace their existing Level 4 (L4) traceability provider due to persistent issues with poor customer service and lack of operational continuity.

By transitioning to rTS, the manufacturer gained a dedicated point of contact, tailored support, and expert guidance throughout the onboarding process. This partnership improved efficiency, strengthened confidence in their traceability system, and ensured seamless operations.



CHALLENGES

The skincare manufacturer faced significant challenges with their previous provider:

- **Inadequate Customer Service:** Difficulties in finding knowledgeable support staff and slow or no responses despite repeated follow-ups.
- **Limited Expertise:** Very few resources with a deep understanding of their specific requirements.
- **Lack of Continuity:** Frequent changes in support personnel resulted in a disjointed and inconsistent experience.

These issues hindered the manufacturer's ability to manage their operations effectively, creating risks for compliance and overall business efficiency.

SOLUTION

To address these challenges, the manufacturer partnered with Antares Vision Group and implemented rTS. Key elements of the solution included:

- **Single Point of Contact:** A dedicated Account Manager provided consistent, personalized support, deeply understanding the manufacturer's unique needs.
- **Confident Expertise:** Comprehensive guidance throughout the onboarding process ensured a smooth transition to the new system.
- **Tailored Ongoing Support:** The Account Manager remained available post-implementation, offering proactive assistance and resolving issues promptly.

BENEFITS

The partnership delivered transformative results:

- **Improved Efficiency:** Operational continuity and a reliable support structure minimized delays and disruptions.
- **Enhanced Confidence:** The manufacturer regained trust in their traceability system, thanks to expert guidance and consistent support.
- **Stronger Operations:** Streamlined communication with a single point of contact ensured fast resolutions and alignment with business needs.

The transition to rTS has positioned the skincare manufacturer for long-term success, with improved service quality and a system tailored to their evolving requirements.