

Addressing Legal and Logistics Challenges of IT Maintenance in LATAM

Client Overview

One of the world's largest snack and beverage companies runs manufacturing and distribution sites across Mexico and Latin America. Keeping critical IT infrastructure operational in those locations is a real challenge: hardware is hard to import, customs clearance is slow, and local regulations add another layer of complexity.



4HR SLAS

Secured and enforced support in difficult regions



LOCAL SPARES

Pre-staged in-country for quick replacement



ON-SITE EXPERTS

Available 24/7

Why PivIT?

PivIT combines global depots, in-country spares, and on-demand field engineers to deliver short, guaranteed SLAs with local parts and on-site expertise across multiple continents, all to help your team.

Client Objective

The client needed to harden maintenance resilience across sites in Mexico and LATAM, with OEM-level responsiveness in markets where logistics are a constant risk. They wanted guarantees they could enforce, not just best-effort promises.

- **SLAs as short as 4 hours**, covering both parts and labor
- **Critical spares held in-country** to avoid customs delays and shifting trade rules, including NAFTA-related changes in Mexico
- Access to **qualified on-site engineers** for incidents and projects, without building a full-time regional IT team

OneCall's Solution

PivIT deployed a three-part approach built around OneCall third-party maintenance, the Sparing Integrity Program, and SmartHands on-demand engineering:



Sparing Integrity Program: Spares tied to specific serial numbers and locations were pre-positioned inside Mexico and LATAM, so replacements moved without triggering new customs events or import delays. No other TPM provider guarantees in-country replacement with dedicated spare equipment at that level of specificity.



SmartHands on-demand engineering: PivIT placed pre-badged engineers at the client's regional facilities, trained on site protocols before any incident occurred. When something went wrong, qualified staff were already cleared and ready to get on the floor



Global repeatability: After proving the model in Mexico and LATAM, PivIT applied the same structure to the Philippines and Hong Kong, extending consistent, reliable coverage to regions where the client had previously struggled to get support.