CASE STUDY

Implementation of FieldEZ for leading IT hardware manufacturer

FIELDEZ'S INNOVATIVE PRODUCT HELPS IMPROVE FIELD ENGINEER EFFICIENCY BY 150%

Executive Summary

- **Client:** Leading electronic hardware manufacturer & IT service provider with revenues of more than US$7.5Bn

- **Industry:** Computer Applicance, IT Service

- **Implementation Size:** Initial roll-out with 750 users. Current user base: 5000

- **Challenges:** Existing legacy system had limited field automation features.
Only 30% of tickets being updated against agreed SLA
Maintenance and infrastructure costs very high

- **Solution:** Upgraded to FieldEZ, an on-demand mobile workforce management solution
Customization on various customer workflows, forms and data requirements
Simplified interfacing process to directly connect to end-customers' database

- **Results:** SLA compliance improved from 30% to 80% in 3 months; >95% within 2 years
10% increase in volumes handled
25% improvement in field force utilization

The Client

As a leading Indian manufacturer of computer hardware and provider of IT services, the client offers technical support services to customers as part of their vast IT services portfolio. This involves supporting their customers' global field service operations across industries including banking, governance, insurance, transportation infrastructure and engineering construction.

The Challenges

- Legacy field support system
- Manually driven process
- Field support disconnected from decision makers
- Poor visibility & tracking
- Little insight into agent efficiency
- No measureable customer feedback
- Expensive to maintain infrastructure
- Issues pertaining to visibility, scalability & stability

The FieldEZ Solution

- Updated to an on-demand workforce solution
- High-touch workflow configuration support
- Seamless integration to back-end CRM
- Configured business processes and validations to align with the service team hierarchy
- Attendance tracking, scheduling and dispatch on-the-go

Challenges

The client was managing the ticketing and field service management process using a legacy field support system. The entire process – spanning assignment and scheduling, tracking, resolution, and customer feedback – was manually driven, resulting in field support operations remaining disconnected from the service desk and other decision makers.

The absence of field service automation resulted in poor visibility and tracking: only 30 percent of tickets raised were actually updated against the agreed SLA. The client had little insight into engineer efficiency, and the end-customer wasn't able to measure the quality of service and customer feedback. In addition, it was becoming expensive to maintain and update the legacy system's infrastructure to support the increasing customer user base because of existing technical bugs. The issues with visibility, scalability and stability made extending the existing solution to new clients in the pipeline a challenge.

The FieldEZ Solution

FieldEZ approached the client to understand their requirements, and recommended a customized, easy-to-use, configurable and integrated mobile field force management solution that offered a one-stop platform for policy control. This solution would have to be easily replicable for the client, and would need to provide the end-customer with insights into improving the utilization of the service engineers.

FieldEZ's mobile field force management solution suited the client's needs because they could configure it for various customer workflows, forms and data requirements. Since the solution is also platform and device independent, FieldEZ configured its product to meet the client's need for a Java-based solution in less than a month. FieldEZ's extensive collaboration and sharing features including message boards as well as the ability for an engineer to work on tickets from different customers on different service management processes greatly improved utlization and productivity.With newer projects in the pipeline, this was followed by an enhanced client requirement for an Android-based mobile app solution.

FieldEZ also worked on a simplified interfacing process that bypassed the client's existing implementation to directly connect with the end-customers' database via adaptors. The product's graphical dashboard & user-friendly design meant that the client's workforce required no additional training.

FieldEZ's flexible engagement model ensured that the entire solution was customized and delivered as a white-label product, making it easy for the client to implement this for future customers. Despite the specific degree of customization demanded by the client, and the complexity of integration, the entire development and release cycle spanned less than four months. A faultless implementation process ensured that an efficient and easy switchover took place.

Results

- Improved service metrics: **250%**
- Improved engineer efficiency: **150%**
- Easier resource allocation
- Reduced costs and improved revenues
- Optimization of resource processes
- Paperless (automated eROF) systems implemented

Key Features

- Advanced Scheduling & Dispatch tools
- Attendance Entry and Tracking
- Works on high/low speed networks & in limited connectivity & offline modes
- Intuitive configuration that can be easily adopted by thousands of field technicians
- Scalability to handle millions of requests daily

Results

Today, 5000 field engineers use FieldEZ's solution to process over 1 million calls a year. By using FieldEZ's white-label mobile-based solution, the client has automated its field support services and has experienced:

- Improved service metrics: By dispatching the right engineer (right skillset and nearest proximity to the customer) for the job, overall service quality was enhanced. This resulted in a higher first-time fix rate. The client's SLA compliance also improved from 30 percent to 80 percent within three months of FieldEZ's solution rollout. Within two years, this increased to 95 percent

- Improved engineer efficiency: There has been a significant improvement in the number of tickets addressed by engineers per month, as individual engineer efficiency improved by 150 percent. The intuitive features of the new software were also well received by the engineers, leading to higher adoption rates

- Easier resource allocation: The solution can be re-used for other clients as well, which means no retraining or hiring resource requirement for new systems. Existing engineers can be re-allocated according to end-customer requirements, increasing overall engineer utilization rates

- Reduced costs and improved revenues: The client drove a 10 percent increase in volumes handled with a 25 percent work force reduction

FIELDEZ

FieldEZ offers on-demand mobile field force management solutions that can help you monitor field executive performance, track valuable customer information and respond quickly to changing customer requirements. Our cloud-based mobile workforce management solution helps you leverage real time information from the field to get the best insights into your business operations and customer satisfaction. We work with organizations across industries including banks, hardware and white goods servicing and in-home care services to deliver highly customizable solutions to streamline field force processes and deliver high quality experiences to their end-customers.