

Manufacturing Industry

WATERLOGIC

A CASE STUDY BY JOLT CONSULTING GROUP



WATERLOGIC | SERVICE/JOLT ASSESSMENT, SERVICE CLOUD & FIELD SERVICE LIGHTNING IMPLEMENTATION



Waterlogic bottle free office water coolers are seamlessly connected to business's existing water supplies by certified technicians. The coolers deliver fresh tasting chilled and hot water on demand. The company manufactures and services a wide range of water coolers that will match the needs of clients' workplace and the local water conditions. After installation, Waterlogic schedules regular quality assurance service to ensure the best operation, sanitation and appearance of the coolers so that every dispense of water is refreshing and high quality.

Business Challenges

Waterlogic's challenges included:

- High customer churn rate leading to challenges meeting Company financial objectives
- Siloed customer information across multiple platforms and ERP systems creating low-visibility (B2C and internally) for customers calling in for repairs, along with frustrations from the Customer Service Team & Technicians trying to assist with installed assets, service calls and PMs
- Lack of communication and clarity among internal Waterlogic departments resulting in disjointed hand-offs and sub-par customer care

Our Solution

- Service/Jolt assessment of people, process and technology v. best-in-class
- Complete redesign of customer support business processes per Jolt Consulting Group's best-in-class recommendations
- Unified all internal users on a common platform (Sales Cloud, Service Cloud, FSL) to view all external (customer) and internal support issues,
 - Centralization of customer service information allowing for full customer visibility across all departments
 - SLA compliance enabled with defined escalation paths and automatic workflows
- Integrations with two (2) Waterlogic ERP systems

Our Results

- 25-35% reduction in customer churn
- Customer support has 100% view of all relevant customer information via Service Console
- Vastly improved customer experience including reduced time to issue/problem resolution
- Increased customer SLA compliance
- Accurate installed asset base & consolidation of customer service functions