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Case Study –
Field Service Lightning

Client Overview

The client provides a broad range of products and innovative hardware products for extremely demanding products to be used in operating rooms, labourites, schools as well as intra-store transportation.

Challenges

- Manual information section to MS Excel prompting information passage blunders just as the loss of information for Product Maintenance, Technicians Expenses, Track Visits, Product Service and Customer Complaint.

- Resource Management, Feedback/protests, all were overseen in MS Excel this subsequent less proficient in information accumulation, information excess, and section blunders.

- The knowledge on the stream of end client protest's was not passed on appropriately to technicians.

- Physically determined procedures.

- Enormous hindrance is furnishing item administration and support with no proficient framework to follow productivity of field staff.

- Costly to manage the infrastructure.

Scope Delivered
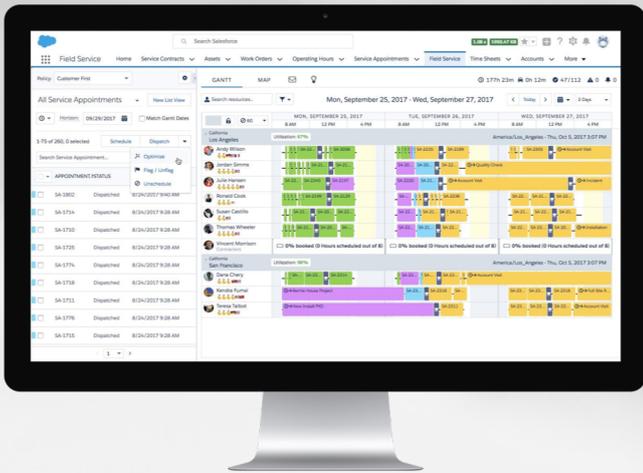
• Implemented FLS for the client to track the field staff's day – to – day work as well as provide Mobile location, Attendance Management, Travel Distance and Expenses.

• Service tickets creation based on the existing products database as well as addition of new products, which helped the client to create tickets by referring the existing product details.

• Deliver a cutting-edge, offline-first mobile experience .

• Designed business forms and validations to line up with the administration team hierarchy.
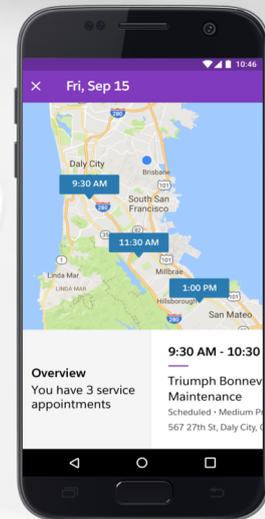
Business Outcome

• 36% improvement in First Time Fix Rate (FTFR).

• 13% increased in jobs handled per technicians.

• 19% Reduction in the travel time spent on each visit.

• < 6 MIN Time take between ticket generation & technician scheduling & acknowledgment.

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