CASE STUDY

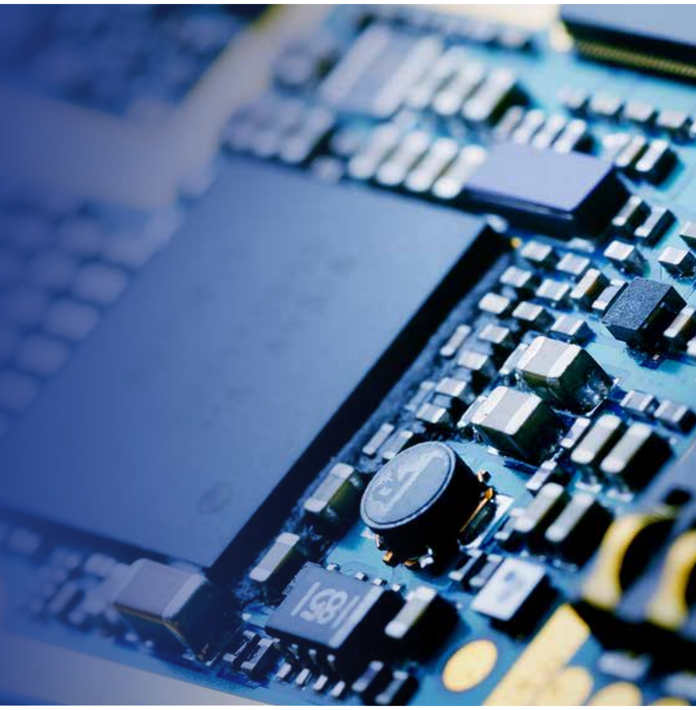
IMPROVING THE BOTTOM LINE THROUGH REPEAT DISPATCH RATE (RDR) REDUCTION

CLIENT PROFILE

A leading global computer company struggling with excessively high Repeat Dispatch Rates (RDR) on parts and systems replacements, reaching as high as 20% in some call centers. The repeat dispatches were costing the company millions of dollars while eroding customer satisfaction.

DESIRED OUTCOMES

- Actionable visibility across the customer’s network to understand the root causes of the repeat dispatches.
- Reduce repeat dispatch rate to ultimately reduce service costs and improve the customer experience.



KEY ACTIONS TAKEN

- Aggregated millions of lines of CRM data into a connected model for root cause analytics.
- Identified common issues resulting in repeat dispatches.
- Created a proactive troubleshooting process that allowed technicians to accurately identify issues and actively log new issues.

KEY RESULTS

- $14.4 Million in annualized savings.
- 37% year-over-year Repeat Dispatch Rate reduction.
- Within first 180 days, the breakeven point was exceeded.
- Improved customer satisfaction.