



ACCELERATE GROWTH THROUGH CUSTOMER ENGAGEMENT



1,001 – 5,000 employees

i United Imaging Healthcare develops and produces a full portfolio of advanced medical imaging and radiotherapy equipment and offers medical IT and intelligent solutions. Headquartered in Shanghai, the company has subsidiaries and R&D centers across China, US, and other parts of the world.

35%

Improvement in
Response Time



CHALLENGE: United Imaging established US operations and leveraged Jolt and Salesforce as their core enterprise-wide IT solution. They struggled with limited customer visibility across the organization, especially globally. Technical Support lacked tools to triage/handle customer requests and was manually scheduling and dispatching field technicians with zero visibility into daily technician activities.

UIH realized a 25% improvement in CSAT



- Service Cloud
- Field Service Lightning
- CPQ



- Health and Life Sciences
- Manufacturing – Medical Devices

“ It has been a joy working with Jolt. I was particularly impressed by the ability of the team to strike a balance between business acumen and technical expertise. The team did a great job efficiently implementing technical solutions that remained aligned with our business goals.

Max Heppermann **UNITED IMAGING**  *Director of Service PMO, UIH*



Complete service delivery solution; technical support, schedule/dispatch, mobility, service contracts, parts logistics.



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