



WARPDRIVE
TECH WORKS

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Industry: Manufacturing

Upholding Busy Communities - The Significant Benefits of Digital Optimization

Established in 1975, this client is one of the largest manufacturers and exporters of UPVC column pipes in the world, with employees numbers ranging between 1000-5000 across various global locations.



Solutions

- FSL app was leveraged for on-field users.
- A publisher playground app was implemented for contractors.
- The Salesforce app was integrated for the ticket management team.
- Based on the service territories handled by a contractor, cases are now assigned automatically. They are then allocated to a field service agent, based upon their availability - which is visible under the dispatcher console.
- Job type and product specifics are now communicated automatically so that field service agents know what tools to bring with them to get the job done. The tools used are filed under 'product consumed', for clarity.
- Different milestones and SLAs were setup to ensure all teams are in sync.

Service
Cloud



Sales
Cloud



Challenges

- The original ticketing system did not provide desired visibility of the on-field service agents and how they are being utilised
- Assignment tracking and regularly updated ticket statuses, for users like field service agents and contractors, was not optimized. This process was done entirely offline with the help of phone calls.
- The previous system did not track what products were needed by field service agents, as well as not registering the quantity required for each appointment.

Benefits/ Results

- All teams have insights on the status of the tickets and are able to track them.
- Contractors receives tickets specific to their service territory, and can easily allocate these to field service agents.
- Plumbers were able to close sales more efficiently as they can now prepare in advance with the right tools and a wider scope of the issue.
- The field service agents are able to plan their working days more efficiently.
- The customers' CSAT score increased drastically.

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