



# Case Study: Optimizing Salesforce performance for a leading Power Backup and Solar Manufacturer

Our client is a leader in the power backup and residential solar space with a presence in over 36 countries.

## Challenges



### Response delays

The company received a large volume of customer inquiries through various channels leading to delays and inefficiencies in response times.



### Difficulty in managing expectations

Inability to provide accurate and timely information to customers about service availability and timelines made it challenging to manage customer expectations effectively.



### Lack of real-time visibility

Lack of real-time visibility into technician availability, job status, and inventory levels, made it difficult to optimize scheduling, allocate resources effectively, and respond quickly to customer needs.

## Business Scenario

Before Maventic, the customer recognized the importance of enhancing its service efficiency to meet the evolving needs of its customers and stay competitive in the market.

## Solution

After evaluating a few Salesforce support partners, the client selected Maventic's proposal to optimize their Salesforce system with the following capabilities:

- **Optimized existing service flow**

Optimized and automated field service operations, including appointment scheduling, dispatching, work order management, and inventory tracking.

- **Automated scheduling**

Enabled allocation of technicians based on location, skills, availability, and urgency, ensuring efficient resource allocation and maximizing productivity.

- **Customer communication**

Automated appointment reminders and service notifications, and integrated post-service surveys improving communication with customers, reducing no-shows, and capturing feedback for service improvement.



## Benefits



**100%** streamlined operations



**90%** reduction in response time



**100%** improved customer experience

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