

DIGITAL ENGINEERING: STREAMLINED THE SERVICE DELIVERY SPACE FOR THE LEADING ELECTRICAL APPLIANCES MANUFACTURER

TECH STACKS:



Xamarin



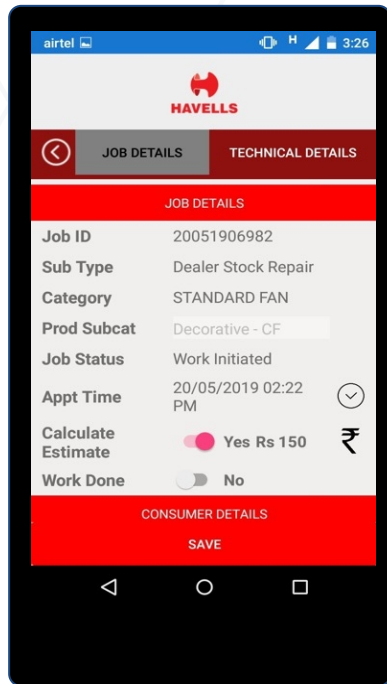
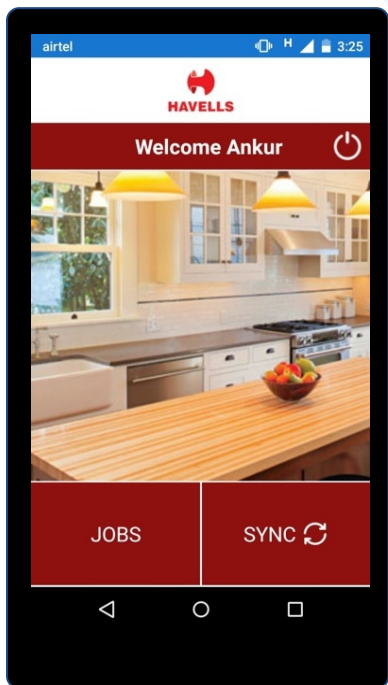
Sketch



SAP ERP



Microsoft Dynamics



CLIENT:

One of India's fastest growing electrical and power distribution equipment manufacturers covering the entire gamut of household electrical needs.

CHALLENGE:

To upkeep their promise of quicker service, the client needed to overcome challenges in their field service operations. Service agents needed to manage multiple jobs assigned to them and have real-time access to the customer and appliance data, while maintaining service levels and meeting customer expectations.

SOLUTION:

We improved their day-to-day service operational management by building a mobile app for the field agents. The app captures all job details accurately, including the customer complaint, job location, and the appliance details. Warranty information and real-time access to spare parts rate card helps in giving an accurate estimate. Offline access to all this, helped the agents deliver better service, hence, resulting in reduced repeated complaints while increasing the customer satisfaction.