



CASE STUDY

Implementation of FSM Grid for a Retail Company

Client Overview

American multinational consumer electronics retailer



Business Challenges

- Management was unable to track the field operations including service delivery of multiple products, brands, store locations and their workflow process
- Lack of detailed workorder information for field staffs resulted inefficient planning leading to multiple trips made by the field engineer to complete a task leading to increase in cost and decrease in customer satisfaction.
- Increased call centre costs and back office staff were spending more time on manual report generation
- Company was looking for a comprehensive work force management system that can be integrated with their existing home-grown systems and to automate their manual field service operations

Business Solution

- Implemented FSM Grid to track the entire field operations of multiple products, brands, branches and process
- User management module with role permission options enabled users to access their respective jobs and information to complete the work on time. Dedicated dashboards for managers and dispatchers for 360-degree view of the business operations
- Automatic scheduling and route optimization to select the right field staff for the right a job and offer the shortest route to reach customer location
- Integrated seamlessly with home grown sales accounting system and POS system where customer can choose their service appointment time at the time of sale.
- Multi language and multi time zone features to support English and French language and multiple locations
- Blackberry and iPhone mobile Apps for field engineers and users to access information anywhere, anytime

Business Benefits

- Real-time visibility on jobs, field engineers and operations
- Comprehensive report generation at a click of a button
- Detailed Workorder improved first-time fix ratios leading to customer satisfaction
- Improved technicians' utilization and productivity
- Reduced technician's travel time and expenses