FSM Grid

CASE STUDY

Technician & Inventory tracking solution for a technology Company

Client Overview

Provider of computer hardware, software, cloud solutions and IT services

FSM global

Business Challenges

- Managing and tracking multiple projects happening across the customers and geographics

- Managing multiple vendors and their technicians, need to pay them based on the work done.

- Screening of technicians for their availability and concurrence

- Need to replace existing sharepoint for Managing entire installation and maintenance using comprehensive field service management

- Replace paper based forms with online checklist to capture the field operations

- Capture various photos before and after the jobs

Business Solution

- Proposed FSM Grid Cloud model and integrated it with their various client systems

- Manage third-party vendors by submitting work orders, and monitoring their activities in real-time.

- Vendor management portals to track and manage sub-contractors

- SLA has driven comprehensive reports, dashboards to monitor service quality, technicians, vendors, and efficiency

- Dedicated Mobile Apps (iOS & Android) to access information anywhere, anytime

- Integrated dynamic forms and checklists for compliance and site readiness

Business Benefits

- Real time status, alerts, dashboards and reports helped call center to track job status, technicians and vendors effectively

- Real time order creation and updates to customer backend systems

- Provider better visibility across companies on service operations

- Increased customer satisfaction and reduced Job execution time

- Mobile App enabled field technicians to access scheduled jobs, customer information and critical data to complete jobs on the first visit

- Improved overall service quality and customer satisfaction