



## CASE STUDY

# Technician & Inventory Tracking Solution for a Technology Company

## Client Overview

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



## 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