

REAL TIME FIELD SERVICE FOR

Commercial
Refrigeration
Manufacturer



Improved service to cash cycle,
customer delight and quality of
field service

PROJECT HIGHLIGHTS

- ▶ Industry: Industrial Manufacturing
- ▶ Technologies: Supports Android and iOS
- ▶ Geographic Location: Asia Pacific



BUSINESS SITUATION

A large, fast growing manufacturer of commercial refrigeration equipment in Asia needed a field service solution.

Challenges included, multiple visits to the same customer for fixing issues, manual reporting, delays in service call updates and spares consumption.

- ▶ Data recorded on paper offered minimal insight into field personnel productivity and created reporting bottlenecks
- ▶ Difficult onsite issues required field service technicians to make multiple to and fro trips to customer site causing massive inefficiencies
- ▶ Long lead times to close Order to Cash cycle
- ▶ High number of Incorrect reporting and documentation of field service jobs
- ▶ Loss of customer confidence

SOLUTION

KPIT implemented KFieldServe, its flagship solution for Field Workforce Management., which helped automate the process of Service Order Management, Spares Inventory Management, and Reporting. This has reduced the daily sales outstanding while providing visibility across multiple locations. The solution also helps the on-field technician to update details in an off-line mode at the remote location and later sync it with the back-end ERP when the device is on-line.

OUTCOME

- ▶ Improved job scheduling leading to better customer service
- ▶ Real time update of backend ERP
- ▶ Replaced existing pen and paper solutions
- ▶ Offline/Online synchronization feature
- ▶ Reduced rework and associated cost of data entry errors, resulting in improved cycle time by >30%

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