A LEADING DIGITAL MARKETPLACE COMPANY INCREASED COST EFFICIENCY BY 45% WITH A FIELD SERVICE MANAGEMENT APP

DATAMATICS

ABOUT CLIENT:
Europe's leading sustainability enabler company in providing innovative solutions, services, equipment and financing. The customer is a leading B2B wholesale platform for new and used electronic devices for sustainable IT services and recycling by buying back any electronic device from their consumers. Customer's vision is to make digital life easy by redistributing refurbished devices.

INDUSTRY:
Digital Marketplace

REGION:
Europe

EMPLOYEES:
700 +

REVENUE:
$306 million

BUSINESS NEED:
End-to-end development and implementation partner using the ServiceNow platform for Field Service.

BUSINESS
CHALLENGES

The customer wanted to engage with a strong IT consulting solutions partner, who could serve as an end-to-end development and implementation partner using the ServiceNow platform for Field Service

Management application to address the changes below:

- Prompt after sales support services to the customers
- Reduce dispatcher task assignment time
- Location traceability of the available field technicians
- Enable field technicians to define their status and self-assign a task from the pending work orders
- To track nearby agents for required customer support

DATAMATICS **SOLUTION**

To address the challenges faced by the client, Datamatics provided a customized solution by developing the state of the art Field Service Management to manage technicians / agents with location tracking & task assignment using "Agent" App.

This facilitated ServiceNow to have a seamless collaboration between customer service team and the field service technicians. This helped the client to manage optimum utilization of field technicians' availability to service the end-customer requests in shortest possible time.

This also helped the client to build strong reputation in keeping the end-customers happy by providing prompt after sales service support.

Implementation approach of the ServiceNow team are as below:

- Deployed Field Service Management module of the client, using mostly OOTB features.
- Configured various states for the technicians, which helped the dispatchers to identify the available field technicians.
- Configured the Geolocation solution, which helped the dispatchers in identifying the current location of the field technicians.
- This assisted dispatchers in effective assignment of tasks.
- Provided options for the field technician to identify nearby open tasks.
- Provided collaboration options to the field technicians.

BUSINESS **IMPACTS**

User friendly rich **GUI workflows** for the field technicians

Utilization of technicians increased from **~65% to up to 85%**

The **new features** assisted the dispatchers for dynamic time planning and making best use of the free/available time of the technicians

High level of customer satisfaction with faster processing of **Customer Requests**

Increased cost efficiency by up to **45%**

Provided the platform for the **management team** to promote good work ethics and organization culture

ABOUT **DATAMATICS**

Datamatics enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars of Digital Technologies, Digital Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection.

Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centers in the USA, India, and the Philippines. To learn more about Datamatics, visit www.datamatics.com

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