

Turn Dispatch Processes into Brand-Boosting, Cost-Saving Service Events

When customers need new equipment or replacement parts, it's because the products they bought from you are malfunctioning or completely broken. So it stands to reason that, by the time the on-site service visits take place, they're probably pretty frustrated.

If your technicians show up without the right parts or skills and can't get the job done, you can bet you've not only exacerbated the customers' frustration, you've also put them at risk of churn and severely damaged your brand image. You've also set in motion another costly truck roll and lost valuable technician time and productivity.

Why does this happen so often?

- Many different pieces are required to complete the technician and parts dispatch puzzle
- Key service event-related information is spread across disparate systems, limiting visibility
- For cost and inventory efficiency purposes, companies maintain lower truck stock levels, resulting in field technicians not having required parts on hand

Adding insult to injury, for many companies the struggle continues even after equipment is repaired when they can't recover replaced assets quickly enough, costing them more money in repurchases and lost income from recycling.

OnProcess Technician and Parts Dispatch

OnProcess Technology transforms unnecessarily expensive, prolonged and potentially damaging service events into cost-effective, productive and positive engagements that protect your customer relationship. We manage the dispatch of parts and technicians to ensure the right technician and the right parts get to the right place at the right time.

We pioneered post-sale supply chain managed services over two decades ago and it remains our sole focus today. By leveraging best practices honed over these years and our advanced technology and analytics expertise, we optimize your service networks and inventory, rapidly close out service events, meet SLAs and improve customer satisfaction.



Service Components

Through the below processes we drive equipment upgrade/swap management, carnet management, day of job inbound support and control and optimization of service networks and inventory.

- **RMA creation** to ensure appropriate scheduling of parts and technicians
- **Dispatch support services** for labor and product
- **Proactive pre-call process with customers** to determine whether field engineers are still needed and, if yes, confirm that customers will be available at the appointed time
- **Real-time visibility via OPTvisionSM** — OnProcess' proprietary control tower and microanalytics platform automatically consumes, aggregates and provides insights on data from multiple internal and third-party systems

To make sure that OEMs get their original, replaced products/parts back quickly, many clients use OnProcess' **Dynamic Asset Recovery** managed service. It enables us to bring your most valuable and in-demand equipment back into inventory and recycling systems in a highly expedited timeframe.

OnProcess Technician and Parts Dispatch Advantages

Improve SLA Meet Rate

By using OPTvision for current, point-in-time status and lead indicators, our operational teams predict and effectively manage at-risk and jeopardy items to ensure you do not miss SLAs.

Save Money

We lower the number of visits that require technicians, use the most cost-effective transportation methods and reduce truck rolls by having the right technicians and parts on hand to resolve more service events on the first visit. This results in tremendous financial savings for clients, like the Fortune 500 IT company who saved \$3M in field engineer dispatches and \$8.7M in transportation annually, and Grayco Communications, a Comcast broadband installer who cut dispatch costs by 40 percent.

Enhance Customer Experience

We diffuse potentially exasperating customer service visits by enabling skilled technicians to fix their products quickly. In many cases, customers' views of our clients actually improve after service visits. HD Experts, an in-home theater installation company, saw its CSAT go up by 14 percent.

Improve Technician Productivity

Now that skilled technicians have the parts they need for service events, they can resolve more of them the first time around. By reducing the need for additional visits, you're enabling technicians to handle more jobs.

Flex with seasonality and growth

We can tap into OnProcess' large, global pool of operational experts to scale up your service with minimal notice. This lets you quickly and cost-effectively handle events during peak times and growth phases, and easily scale down if needed.

Dynamic Asset Recovery Advantages

When you take advantage of our Dynamic Asset Recovery service, you'll get more parts/products back, faster, like our global medical device client who saw an 11 percent lift in inventory returns and a 24 percent gain in 15-day velocity. Or our Global 2000 technology client who boosted their 60-day recovery rate to an unprecedented 95 percent and, as a result, avoided \$1.5M in asset recovery and saved \$2.1M annually in repurchasing costs.

To learn how OnProcess' parts and labor dispatch service can save you money, boost customer experience and protect your brand, contact us at sales@onprocess.com or visit www.onprocess.com.