



## Intelligent Triage Services Speed Broadband Repairs and Slash Costs

You and your customers have the same goal when it comes to in-field product/service problems: fast, painless repairs. But all too often the quest for speed results in high costs for broadband providers, and more delays and hassles for customers who are already frustrated by services that aren't working.

For instance, high churn in customer care environments and the release of new products/services often lead to a lack of subject matter expertise and agents escalating problems to other queues or scheduling truck rolls. Industry data shows that, on average, 30 percent of truck rolls are unnecessary because problems could have been solved over the phone. At \$75-\$100/roll, this quickly adds up to millions of wasted dollars and unhappy customers who are tired of the waiting game, ultimately damaging your Net Promoter Score (NPS) ratings.

### OnProcess Proactive Triage

OnProcess Technology eliminates needless cycles and truck rolls and helps you fix more customer problems quickly at less cost.

We pioneered post-sale supply chain managed services over two decades ago and it remains our sole focus today. Leveraging best practices honed over these years plus our advanced technology and analytics expertise, we offer proactive triage services that optimize broadband provider operations and improve customer satisfaction.



## Service Components

- **Call Prioritization**

Using your list of scheduled truck rolls, we prioritize service events based on criteria such as trouble codes and which are soonest.

- **Predictive Analytics**

We use a combination of customer and system data points and demographic data to determine which problems can likely be solved remotely and, therefore, are strong candidates for truck roll avoidance.

- **Outbound Service Event Pre-Call**

Several days before truck rolls for prioritized, high-propensity events are due to take place, OnProcess agents call each customer offering to attempt resolving their problem over the phone. If the customers we reach agree, we use our client's troubleshooting tools and, when available, leverage IoT data that specifies root causes to remotely fix the issue.



## OnProcess Triage Advantages

### *Save Money*

By resolving more problems during proactive pre-service event calls, OnProcess cancels 10% - 15% of client truck rolls. This helped a major entertainment company save \$3.9 million in one year. Downstream savings are also significant since you avoid costs associated with replacing equipment/swapping parts, which is common with truck rolls.

### *Speed Repairs and Satisfaction*

Customers no longer have to wait for truck rolls when their problems are fixed during pre-event calls. When truck rolls are needed, the repairs are faster, as our MSO client who reduced time-to-repair by 40 percent can attest. All this makes customers happier and boosts Net Promoter Scores.

### *Generate Revenue Faster*

By freeing up field technicians, broadband providers can focus more truck rolls on new installations. You'll get new services up and running faster and revenue in the door quicker.

### *Work Smarter*

OnProcess' analytics and reporting identify triage workflows that do and don't work well, and our trending and score-carding provides coaching opportunities for front-line agents.

### *Flex with Seasonality and Growth*

We can tap into OnProcess' large, global pool of 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.

## OnProcess Technician and Parts Dispatch

For problems that can't be resolved via pre-event calls or level 0/1 support, many clients take advantage of OnProcess' technician and parts dispatch service. We ensure the right technician and the right parts get to the right place at the right time via the most cost-effective means. This results in tremendous savings for clients, like the Fortune 500 company who saved \$3M in field engineer dispatches and \$8.7M in transportation annually.

To learn how OnProcess' proactive triage service can save you time and money and make your customers happier, contact us at [sales@onprocess.com](mailto:sales@onprocess.com) or visit [www.onprocess.com](http://www.onprocess.com).

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