How Quest's local system and Global IT system enhance enterprise value

A Finnish industrial machinery company with offices in more than 50 countries across all continents served customers in mining, aggregates, and oil and gas, recycling, pulp and paper and other process industries. The company had built an excellent record for its products. The company wanted to offer best in class customer experience to all its customers, hence wanted to implement Service Management System. The objective was to build a one stop system that handles its army of field engineers and ensures high first call effectiveness. In India, the company had presence in 10 branches, 90 service engineers covering 51 locations. Client had a global system where service engineers were getting notifications through their managers. Mails were used to communicate customer requests and issues. Because of this, latency between customer request and engineer notification existed and client was not able to provide quick service turnaround. Since mails were the primary mode of communication, whenever manager was absent or email was unavailable, notification and response rate suffered.

As the client worked on a service driven contracts, limitations of the existing communication approach and lack of an integrated system exposed it to revenue loss and other business risks. Client's IT and business team evaluated several products and honed on Quest FSM for its versatility and 100% feature compatibility. They wanted to adopt Quest FSM as a single platform to manage complete allocation and management of field operations. However, the team received a communique from HQ to seek out a local system that can capture ticket details and requests from email communications itself. HQ suggested a local system with mobile app to service engineers. Quest team demonstrated the local system with mobile interfaces. Client team was very happy with the demonstration and urged Quest also to handle Service desk as they wanted to outsource it to single vendor.

Quest solution included:

- Local system which will capture ticket details and all SMS and Email communication happens though this
- Dedicated service desk team which acts as a bridge between Local System and HQ system
- Mobile app to field force to update ticket status and call allocation

Replicating details between HQ system and local system instantaneously was a huge technical challenge. However, Quest solved this problem using novel porting and data capture methods. Help desk roll out proved to be easy as Quest prior experience of handling service desk proved handy. While the roll out for the system to and run was 3 weeks, because of data residing at various sources at Client side creation of master data required 3 months of continuous working between both Quest and client team. To speed up roll out for newer requests Client wanted Quest service desk team to capture only customer name and site address and acknowledge call. All other remaining information's was captured and updated by respective service engineers when they visited their customers.

How Online Local system has helped the client:

☐ Option to register service request through mobile app
☐ Visibility to manager on open calls and its status
☐ Very easy to allocate to down lines
☐ Unbiased customer feedback was collected and addressed.
☐ All manual work were eliminated
☐ System generated email and SMS communication to stake holders
☐ Tracked response and resolution times
☐ System driven escalations
☐ Automatic call acknowledgement and closure mails
☐ Dedicated service desk team to capture real time data
☐ Single point of contact for customers
☐ Improved customer satisfaction
☐ As field team was provided with app, it was easily accessible.