



## 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
- Long lead times to close Order to Cash cycle
- Difficult onsite issues required field service technicians to make multiple to and fro trips to customer site causing massive inefficiencies
- Loss of customer confidence

### SOLUTION

Birlasoft 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 offline mode at the remote location and later sync it with the back-end ERP when the device is online.

### 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%



RESOURCES

[connectwithus@birlasoft.com](mailto:connectwithus@birlasoft.com) | [birlasoft.com](http://birlasoft.com)

### Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.