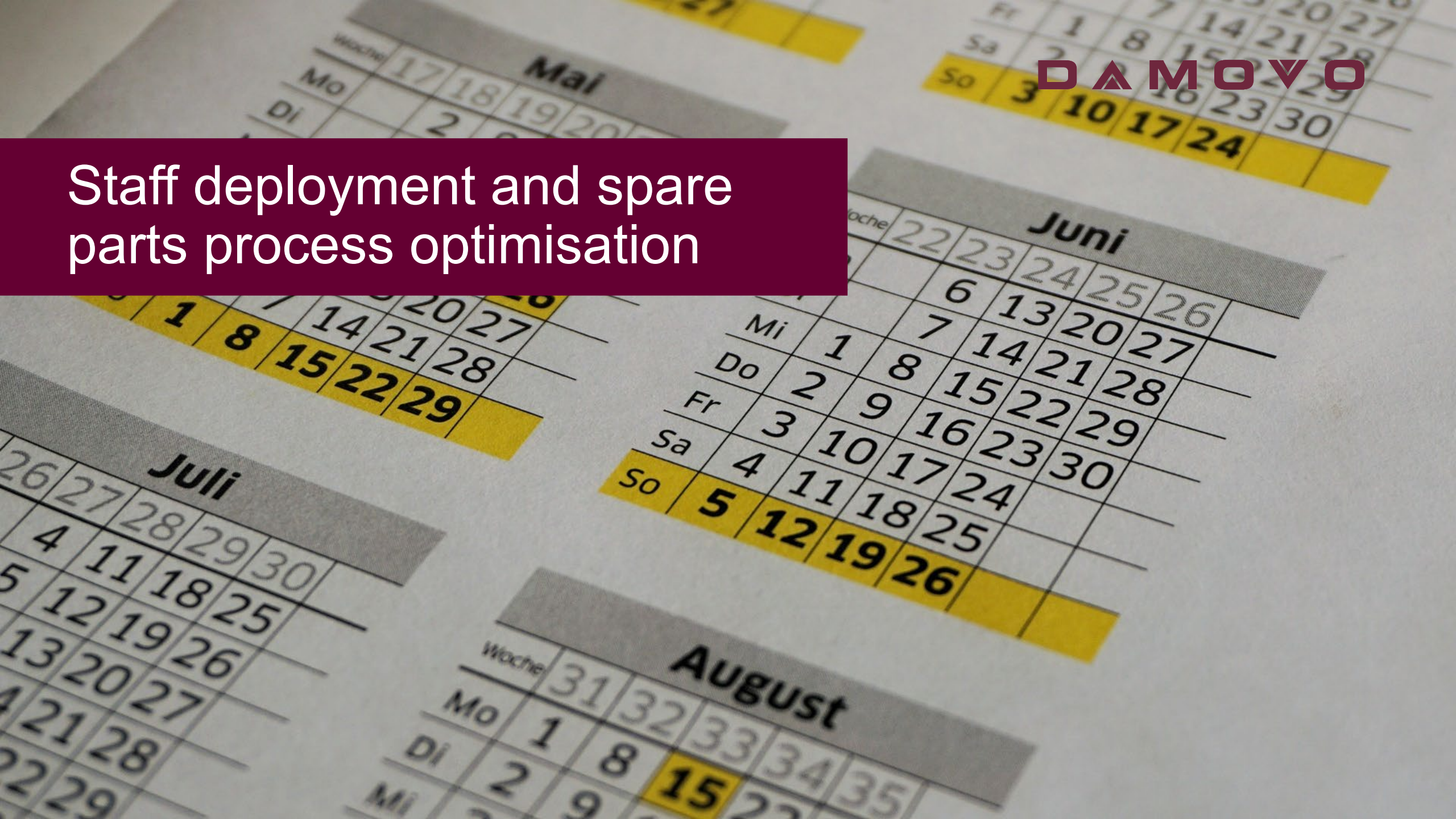


Staff deployment and spare parts process optimisation





Change Driver

The manager of a medium-sized sanitation company is given the task of optimising the processes around both personnel deployment and merchandise management.

At the present time 20% of all technical field service assignments cannot be completed immediately due to a lack of expert knowledge on site.

The objective is to reduce both the number of field service operations as a whole, and the time spent on customer service assignments.

Inventories sometimes have gaps. As customers usually want their issues resolved immediately longer delivery times have a direct impact on customer satisfaction.

D A M O V O





Damovo Approach

With a low code platform an app was developed which provides the field service technicians with more accurate information in relation to stock items, as well as the availability of the right remote support personnel.

Via the inventory management system, the app receives the current stock in the warehouse as well as in the service vehicle. The required products are immediately scheduled via the app. When stock is removed from the warehouse then the inventory management system is updated accordingly.

The service technician has access to electronic manuals and can call in experts from headquarters via video if required.



Customer Value

DAMOVO

This is how the **technician** benefits

By accessing electronic documents and remote video support, the service technician can complete a variety of jobs in less time.

This is how the **company** benefits

Immediate confirmation of goods withdrawals or registration of requests can be used to initiate repeat orders just in time.

Video-based support by experts from the headquarters leads to faster and more successful processing of orders, which in turn results in higher customer satisfaction.

