

French heating/air conditioning installer used paper process for field workers, impacting customer service



Business situation

- The company's paper-bound culture was inhibiting continued improvement in customer service.
- Field workers had to pick up job sheets at the office each morning and return them each evening.
- The process made it difficult to reschedule technicians when customer availabilities changed.

Using mobile devices instead of paper, technicians are faster, more flexible in meeting customer needs



Pierre, a field heating/air conditioning installer, no longer makes a daily round trip to the office to pick up and return the day's job sheets. He now receives his schedule directly on his mobile device. When customers change appointments, he sees them immediately.



Simone, a customer service representative, no longer spends most of her day managing the job sheets. Instead, she devotes most of her time to meeting her customers' needs better and faster than she could before.



Marc, who needed his new air conditioners installed, found the company could schedule his installation on short notice. When he called to say he'd be late meeting the installer, the appointment was shifted for Marc's convenience.

How does it work? Avanade, Accenture, and Microsoft delivered...

- Redesigned work processes transformed the way field technicians and office staff worked
- An all-mobile solution with a custom service app running on Windows Mobile devices, connected the field, office and customer
- Productivity gains of 15-20%, 75% less time spent on routine office tasks, 67% fewer trips to the office