



CASE STUDY

**Implementation of FSM Grid
for a Leading Medical Equipment
Company**

Client Overview

The largest privately owned full-service distributor of dental supplies, dental equipment, dental consulting and dental equipment services



Business Challenges

- Absence of comprehensive system to schedule, dispatch and manage field technician
- Needs Intelligent scheduling and dynamic dispatching using GPS
- Dispatcher was tracking SLA and job stages manually with a large amount of paper trails
- Unable to track field technicians in real time
- Manual tracking of customer equipment service history
- Integration required for the company's existing internal systems
- Integration with scheduling system with fleet management system

Business Solution

- Proposed FSM Grid On-Premise model
- Fully Integrated FSM Grid With IBM, Prelude, ERP, MS, CRM, Geotab, Bing
- GPS based scheduling system to track, dispatch and manage field work force effectively
- IOS and Android Mobile Apps for field techs to access information anywhere, anytime
- Inventory module to track and manage the inventory levels in vans and warehouses
- User management module with role permission options to restrict users changing job priorities
- Dispatcher dashboard and mobile application to track SLA's, equipment, customer history and service details

Business Benefits

- Improved process efficiency with reduced number of follow ups with customers and field engineers.
- Improved workforce utilization, reducing travel time, reduce workforce costs, reducing overhead and assuring optimal availability of resources
- Improved Technicians utilization by 75%
- Quickly track the nearest technician with the right skills and inventory resources to attend customer calls.
- Easy access to customer service history of their equipment
- Visibility Of Customer activities in the CRM for sales people.