



Case Study: Optimizing Salesforce performance for a leading Power Backup and Solar Solution Manufacturer

Our client is a leader in the power backup and residential solar space with a presence in over 36 countries.

Challenges



Response delays

The company received a large volume of customer inquiries through various channels leading to delays and inefficiencies in response times.



Difficulty in managing expectations

Inability to provide accurate and timely information to customers about service availability and timelines made it challenging to manage customer expectations effectively.



Lack of real-time visibility

Lack of real-time visibility into technician availability, job status, and inventory levels, made it difficult to optimize scheduling, allocate resources effectively, and respond quickly to customer needs.

Business Scenario

Before Maventic, the customer recognized the importance of enhancing its service efficiency to meet the evolving needs of its customers and stay competitive in the market.




Solution

After evaluating a few Salesforce support partners, the client selected Maventic's proposal to optimize their Salesforce system with the following capabilities:

- **Optimized existing service flow**
Optimized and automated field service operations, including appointment scheduling, dispatching, work order management, and inventory tracking.
- **Automated scheduling**
Enabled allocation of technicians based on location, skills, availability, and urgency, ensuring efficient resource allocation and maximizing productivity.
- **Customer communication**
Automated appointment reminders and service notifications, and integrated post-service surveys improving communication with customers, reducing no-shows, and capturing feedback for service improvement.





Benefits


-  **100%** streamlined operations
-  **90%** reduction in response time
-  **100%** improved customer experience

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