



Case Study: Transforming Field Service Operations for a top Health & Hygiene Brand with Procify

Our customer is a leader in water purification devices, vacuum cleaners, air purification systems, and home security products based in India. Its direct sales force is over 10,000+ strong and caters to over 20M+ customers.

Challenges



Inefficient ticket management

Delays in addressing customer issues, impacting service quality and customer satisfaction.



Integration complexities

Difficulties syncing data and workflows between the field service app and other business systems, hampering efficiency and causing errors.



Uptime and reliability concerns

Consistent interruptions or failures, created uncertainty and frustration among users and customers.

Business Scenario

Before teaming up with Procify, the client struggled with optimizing a large 10,000-strong technician workforce, leading to operational inefficiencies and impacting customer experience.

Solution

Procify implemented its Field Service application which harnesses the power of the low-code platform it is built on to seamlessly integrate with the customer's various business systems and, being highly scalable, resolve the reliability concerns for its large technician workforce.

- **Streamlined integration**
Procify's Field Service application seamlessly integrated with SAP, Dynamics 365, DIGIO, and SHIPSY, providing a unified view of operations and enhancing overall efficiency.
- **Route mapping with built-in GPS**
Procify Field Service streamlined route tracking and optimization with smartphone built-in GPS capability, resulting in shorter response times.
- **Instant access to service documents**
Provided one-click access to service contracts and warranty details on the field even in low-network areas with offline capability.
- **Increased reliability**
Minimized system downtime, addressing concerns about service delivery stability and instilling confidence in users and customers.
- **Boosted efficiency**
Automated repetitive tasks, customized workflows, and adapted processes without extensive coding requirements. This increased overall efficiency and agility.



Benefits



30% ↑ tickets closure



99.9% uptime



25% ↓ admin tasks



100% automation of manual processes



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