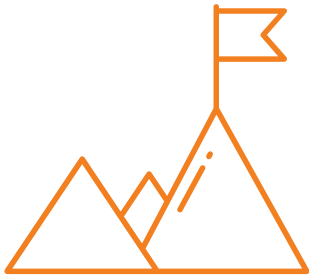




Case Study

Improved Efficiency for Danish Supplier of Professional Cleaning Equipment

The client is a Danish supplier of professional cleaning equipment for the industrial, commercial, and consumer markets.



Challenges:

- Lack of digital solution for Field Service Technicians to capture their interaction with the customer on the go.
- Inconsistent process and quality across Salesforce and ServiceMax implementations due to a disparate partner ecosystem.
- Inefficient governance and reporting impacting delivery efficiency.



LTI Solution



Business Benefits:

Reduced up to 40 percent in IT cost through global template creation for field service deployments.

Over 10hrs per week productivity improvements for service managers

Streamlined travel, labor, and production costs with a custom pricing engine.

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