



“The ServiceMax platform is helping us to secure new business... It gives customers an even greater level of confidence in working with us.”

— Lisa Hough, Head of Support Services, Fourteen IP



Communications Provider Leverages ServiceMax to Fuel New Business Growth

Challenges...

- Manual data entry led to constant backlog
- Lack of visibility into inventory and key metrics
- Inefficiencies with scheduling technicians to jobs

Applying technology led to...

- Reduction in queries on chargeable work and leaky revenue
- Increased productivity and efficiency
- A standardised process and single source of truth for reporting data

The road to success is delivering...

- Admin savings for technicians of 100 hours per week
- 90% decrease in chargeable work queries
- Return on investment in year 1 with £30k savings per annum on manual data entry

FOURTEEN ^{XIV}
IP COMMUNICATIONS ■

Customer Quick Facts

INDUSTRY: Telecommunications and IT Infrastructure

SIZE: 40 technicians

HEADQUARTERS: Wigan, Greater Manchester, UK

WEBSITE: www.fourteenip.com

Challenge

Specialising in the design, deployment and support of converged network solutions and the management of third party applications and services on a hotel network, means service, maintenance and repair is a critical component of Fourteen IP's business. And supporting 300 of the world's leading 4 & 5 star hotels such as Marriott, Hilton, Mandarin Oriental, Starwood, Four Seasons, Kempinski, Soho House and Red Carnation with 24/7, 365 day care certainly brings its challenges for the UK headquartered company.

"Working with higher end hospitality providers can be challenging – if our customers have a problem they expect it to be fixed immediately" says Lisa Hough, Head of Support Services for Fourteen IP. "We needed a system that ensured we met our SLAs so we initially deployed ServiceMax back in 2010 onto iPads to automate and streamline our paper-based processes, creating greater visibility for both our technicians and customers."

Working on complex and time consuming projects, data and information was often being lost, as engineers would manually fax completed work orders back to head office at the end of a long day. "The engineers work much smarter now. Our old process was very manual but the fact that this has been completely eliminated saves us at least 30 minutes per engineer, per day." Lisa adds.

The previous process also restricted Fourteen IP's ability to measure on key metrics such as productivity, first time fix rate, inventory levels and utilisation rates with Hough adding: "We used to spend a lot of time on manual data entry and extraction and conversion into excel but now the data is there, it's up to date and it's eliminated an entire role due to the reduction in manual data inputting."

Solution

Fourteen IP's desire to measure key metrics, improve technician engagement and morale and increase customer satisfaction led them to turn to ServiceMax in 2010. "When I initially saw the demo for ServiceMax I was amazed, I thought it was very impressive" Hough adds "I thought this would significantly decrease the average time to debrief and ensure our records were always up to date as long as the technicians adopted it."

After a dedicated resource from the ServiceMax Professional Services team was assigned to the project, the system went live within a matter of months. Both technician and back office adoption rates of the new system were high from very early on with Hough adding: "In the office the system is very popular due to the fact that it's much easier and intuitive than our previous processes. On the technician side they're much happier as they can now capture signatures and sign work orders off on site and they also have their work scheduled more effectively and efficiently."

Results

The decision was taken to purchase the ServiceMax platform based on the admin savings and visibility it would bring however a number of additional and tangible benefits also appeared after implementation including helping Fourteen IP to secure new business. "More recently we've found that the ServiceMax platform is also helping us to secure new business. The very fact that we have such a sophisticated intelligent field service management platform in place has been the deciding factor in a number of new contracts for us, and we often give our prospects a ServiceMax demo of how their service jobs would be handled through the system. It gives customers an even greater level of confidence in working with us." Says Hough.

Thanks to the automation, the company was immediately able to save £30,000 by eliminating a data entry role, saw a return on investment within the first year, has reduced manual work orders by 30 minutes per engineer per day, reduced reporting time by 15 minutes per report, and decreased the number of inbound customer queries against chargeable work from 30 to just 3 per year.

After several years of rapid growth, Fourteen IP is currently in the process of expanding its presence from Europe to North America, with ServiceMax playing a central role in both the service and support of its existing customer base, as well as in helping to actively win new business.



About Predix ServiceMax

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