ServiceMax Helps Kinetico Cut Work Order Resolution Time in Half

Highlights

- Resolution time cut in half since ServiceMax implementation

- Visibility of all work orders and field service partners to ensure a high level of service is being provided

- Significant time savings for IT due to ServiceMax's ease of implementation

- Allowed systems analysts to focus on developing business solutions and not programming large software packages

- Metrics and data to track the performance of field technicians and the entire service organization

- Simple configuration allows rapid updates to be made as business needs change

Company

Kinetico engineers and manufactures water treatment systems and has been a global leader in the industry for more than 40 years. Kinetico's non-electric technology helps people all over the world solve their water problems and improve their water for both general use and consumption.

Customer Quick Facts

INDUSTRY: Water System
HEADQUARTERS: Newbury, Ohio
WEBSITE: www.kinetico.com

Challenge

Kinetico's large network of dealers also provide service for the company's Commercial and National account customers. The company used spreadsheets to schedule and track their technician partners and communicated with them via email to assign work orders and to debrief. As the company grew, the existing process was causing the company to miss SLA deadlines, and gave Kinetico little insight or metrics related to service performance.

Solution

Kinetico evaluated several field service solutions and concluded that ServiceMax was the only product that had the breadth of functionality the company needed to reach its field service goals. Kinetico chose ServiceMax due to its strength in work order management, escalation, scheduling automation, and rich reporting and metric tracking capabilities. ServiceMax's cloud-based offering also ensured a quick implementation and simple configuration in the future as business needs change.

Kinetico puts its field service in the hands of its dealers, so the ability to monitor their activities and hold them accountable for meeting SLAs were key to the success of their service operations.

Results

Kinetico worked with ServiceMax professional services for less than six weeks and was configured and up and running with all of the previous system's data fully integrated, ensuring a seamless transition. With just two systems analysts and two network specialists, Ned Sherry, Kinetico's director of IT, estimates that the implementation of ServiceMax's cloud-based solution saved the IT department as much as three months of time, if not more.

With ServiceMax's scheduling and assignment automation capabilities, Kinetico has cut work order resolution time in half. Technicians are automatically notified of an open case in their area and can easily debrief with work order, a process that had previously been performed via email or over the phone, if at all.

As business needs change, Sherry notes that the underlying software for those business processes must also adapt. For Kinetico, ServiceMax's easily configurable interface has allowed them to make changes to their customized implementation in a matter of hours instead of days or weeks.

"The best use of the IT department's time is developing ideas for business solutions and not programming complex IT systems. ServiceMax is a comprehensive system that causes very minimal disruption to our IT department, allowing us to focus on the business processes and implementation of strategic business systems."

Kinetico has recently rolled out the ServiceMax customer portal to one of its large commercial customers and expects to offer that functionality to more commercial customers soon. This customer can now review their service requests and access detailed information and other metrics to help them stay involved in the service process.

About Predix ServiceMax

ServiceMax, from GE Digital, leads the global industry of field service management software—an estimated $25 billion market worldwide. The company creates solutions for the 20 million people globally who install, maintain, and repair machines across dozens of industries as the leading provider of complete end-to-end mobile and cloud-based technology for the sector.

About GE Digital

GE Digital is the leading software company for the Industrial Internet, reimagining industry's infrastructure by connecting software, apps and analytics to industrial businesses to drive a Predix-powered world. GE Digital creates software to design, build, operate and manage the entire asset lifecycle—enabling industrial businesses to operate faster, smarter and more efficiently. For more information, visit www.ge.com/digital.

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