**Data-Driven Field Service Management Solution Impacting Massive Revenue Loss of 100,000 a Year on Reactive and Scheduled Services**

**Key Highlights**

100% Uptime: Achieved with Smart Field Service Management

98% Accuracy: In predictive maintenance using advanced data models

85% Increase: In customer engagement through SLA offerings

**About the Client**

The client is a leading American manufacturer and distributor of coin and dollar counting machines, serving over 1,500 banks across North America. They specialize in reliable and efficient solutions to streamline cash management processes.

**Challenges**

The client faced operational inefficiencies in field service management for their banking clients due to:

1. Manual, paper-based inspection and maintenance processes increased administrative burden, compromising data accuracy.

2. Randomized audit locations reduced technicians' productivity and increased response time.

3. Lack of data-driven prioritization and scheduling resulted in unaddressed critical maintenance tasks.

Despite having a team of 800+ field technicians, these challenges resulted in frequent machine downtime and unmet customer expectations.

**What We Did**

DXFactor implemented a data-driven strategy to enhance field service operations, focusing on:

1. Data Acquisition and Cleansing: Ensured high-quality and actionable datasets for predictive analysis.

2. Predictive Analysis and Statistical Modeling: Enabled advanced insights to forecast maintenance needs and resource allocation.

3. Clustering and Classification: Grouped and categorized technician assignments and maintenance schedules.

4. Machine Learning: Deployed intelligent systems for predictive and prescriptive maintenance.

5. Enterprise App Development: Delivered a user-friendly app for field service management.

**Solution**

DXFactor developed a Smart Field Service Management System powered by predictive analytics and machine learning. Key solution features included:

Failure Prediction: Predicted machine failure timelines to minimize emergency calls and improve service planning.

Inventory Prediction: Identified parts likely to fail or wear out, ensuring technicians arrive onsite with the necessary spare parts.

Service Time Prediction: Provided accurate predictions for better scheduling and resource management.

Smart Technician Allocation: Matched service calls with the most competent technicians for improved effectiveness.

**Benefits**

Zero Downtime: Maintained machine uptime across all serviced banks with predictive maintenance.

Customer Engagement: Increased customer satisfaction and loyalty with premium SLA offerings.

**Results and Outcomes**

DXFactor's data-driven solution transformed the client's field service operations, ensuring zero downtime and delivering exceptional outcomes:

100% Uptime: With smart service management and predictive maintenance.

98% Predictive Accuracy: Using advanced machine learning models.

85% Boost in Customer Engagement: From Premium SLA offerings and improved customer satisfaction.