



Geek Squad
Service Order Processing
System
ISYS 464
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Group 1

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Introduction & Background Information

Geek Squad was founded in 1994 by Robert Stephens and is a leading tech support company in North America. In the past Geek Squad was a home to home tech support and repair service but in 2002 Geek Squad merged with Best Buy and had precincts rolled into stores and homes by 2004. There are almost 1500 Best Buy stores in the United States and almost every Best Buy store has a Geek Squad precinct. Geek Squad also has a large repair center called Geek Squad Central in Kentucky where we have certified agents repair hardware base on brand.

Geek Squad offers 24/7 tech support in home, in store, and over the phone. Agents can reach clients in home with telecommunications, web chat, or remote log in to operate the client's device. Clients can also come in store to get support from the help desk and check items in for repair. Because of the merge Geek Squad has repair and service plans for majority of Best Buy products. Many of these products are eligible for Geek Squad Protection Plans and give Best Buy more value because of the extra step they take to ensure customer satisfaction.

The new trend of e-commerce had scared Best Buy and Geek Squad however in recent times we have seen stocks jump for Best Buy and Geek Squad even with Amazon pushing all corners of every market. It is the genuine customer service that Geek Squad offers that Amazon does not. We give one on one consultations and you can see our repair agents instead of just a status message. I have been a Geek Squad agent for 1.5 years and I am proud to deliver quality customer service as a Geek Squad Agent.

Statement of Scope

Problem Description

As an Geek Squad Agent I must process service orders for clients that require system and hardware repairs. These systems have been well developed by big enterprises however I as an experienced user I notice many ways the system can be improved and areas where it excels. Clients provide account information to access profile listing support plans and best buy products purchased/returned. We can then continue to process service order with product information connected to the profile by filling out information regarding repairs. Service orders are then sent to the next process of repair in store or out of store. Repairs can result in product replacement or part replacement. Clients will be notified of for pick up and survey is dispatched after order completes. The system is very straightforward and work with ease until exceptions and escalated issues occur. These issues are not able to move forward without managerial intervention and typically slows the process down. There is not a redo process to reduce turn over time for out of store repairs. Most times when the repair was not completed regarding client requests, the product was be shipping back to store and reshipped for repair. Large databases are also not properly optimized and takes very long to pull information regarding repair information. System optimization and new processes must be added.

System Scope

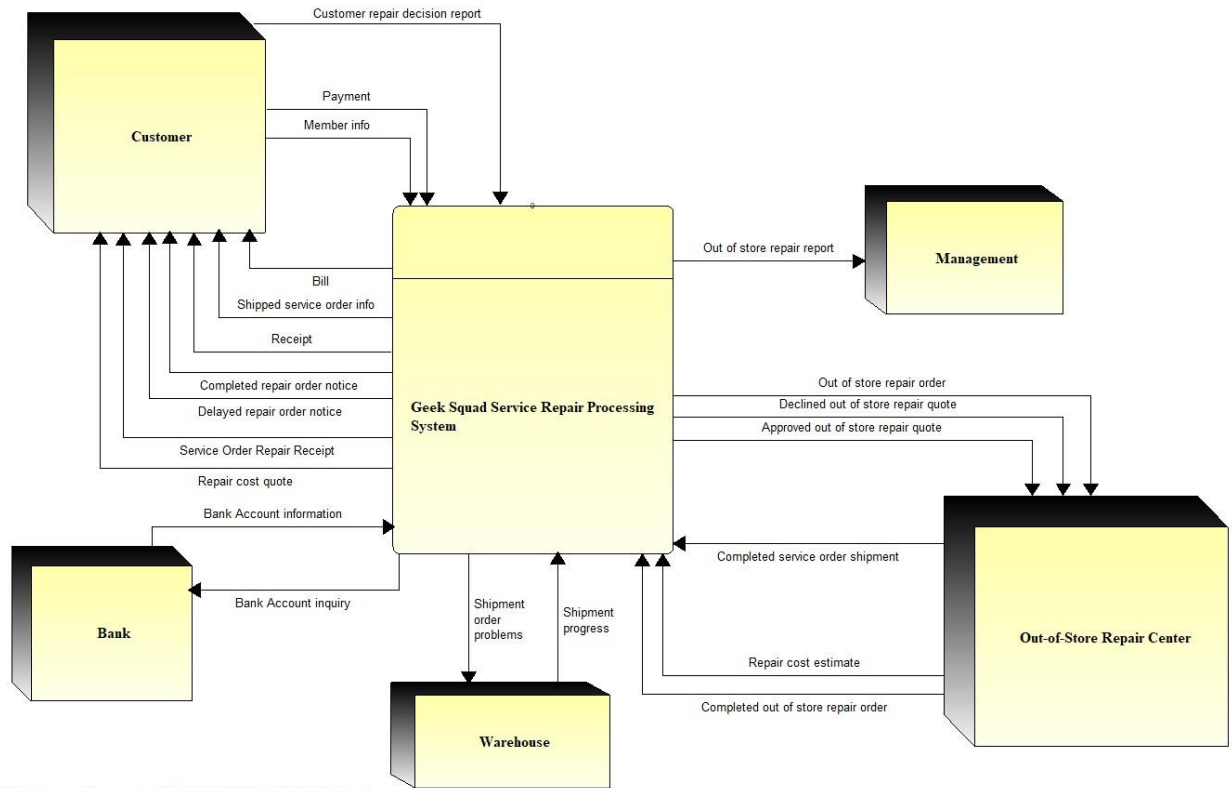
There aren't many big tech support help desk businesses in North America and luckily Geek Squad is partnered up with Best Buy. Leading technology retailer teams up with leading tech support. This opened up many opportunities however many others have tried to do the same, for example Staples and Frys. The line is drawn by the quality of service provided with the products sold. If we can get customers to understand our services and products they will have a better experience. The current service order processing system has many great qualities including user friendliness and requires minimal client interaction. However, exceptions have always required managerial intervention which can require time and costs. Redo decisions should be properly processed with a set of parameters so that turn over time can be reduced and improve client experience. Database optimization must also be also be maintained. Long wait times for large tables can be time consuming and should not require minutes for retrieval. Improvements in these areas will expand the company's value to our clients.

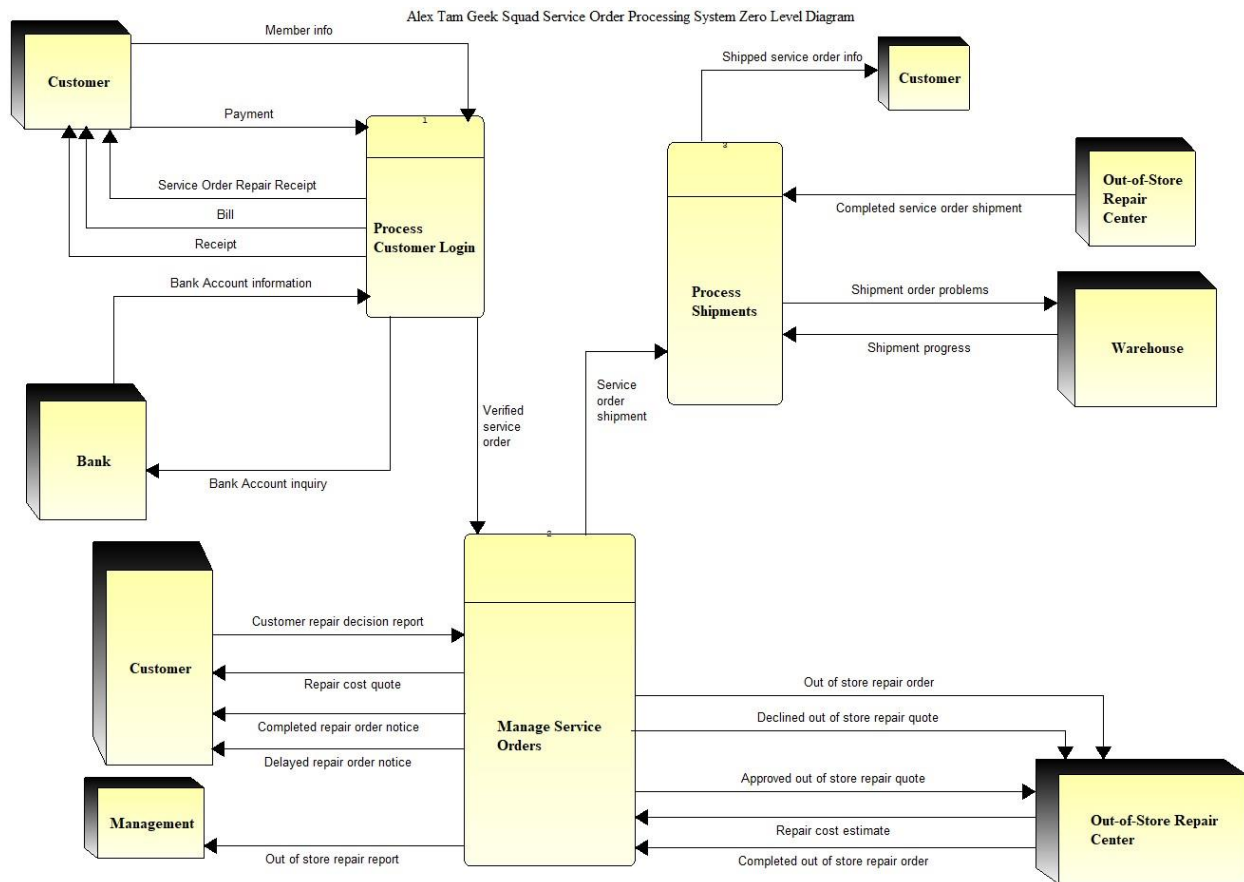
Turn over time is one of the biggest challenges tech support companies face. Long turn over times can be a selling point and also a breaking point for clients because computers and televisions are a necessity of every modern life. Customers heavily decide on a service plans ability to deliver a repaired product in a reasonable time frame.

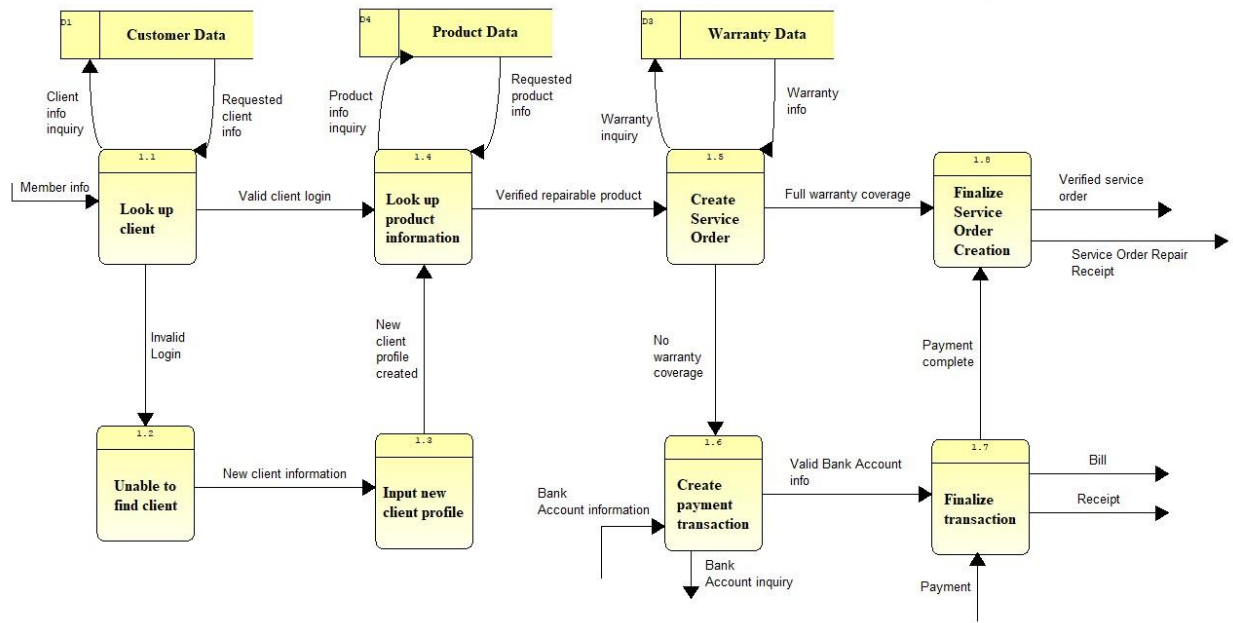
Relationships between Capabilities, Anticipated Benefits and System Functions

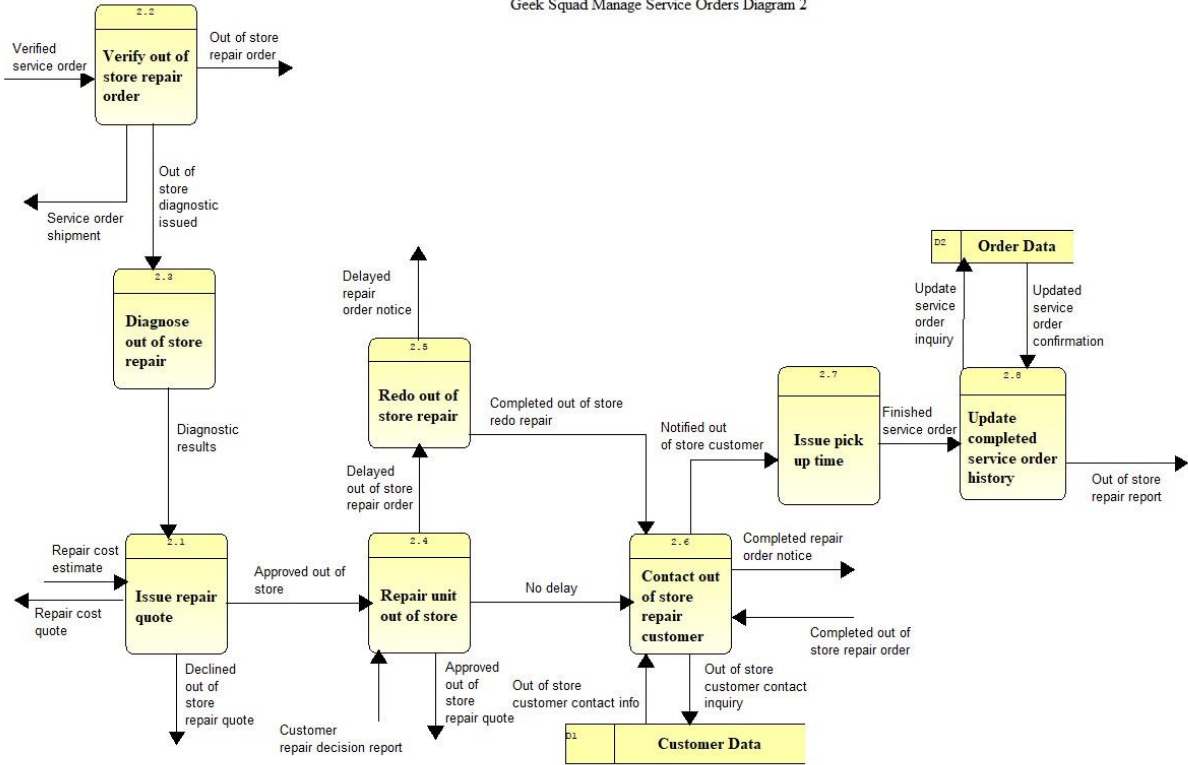
System Functions	Capabilities	Anticipated Benefits
Process Customer Log in	<ul style="list-style-type: none">• Authenticate member information and service plan• Track customer service and purchase history• Track subscription status and take renewal payments• Provide billing information and receipts	<ul style="list-style-type: none">• Improve client loyalty• Increase revenue from renewal and sales• Increase business intelligence
Manage Service Order	<ul style="list-style-type: none">• Create client repair form listing client requests and services provided• Repair and contact client regarding repairs• Dispatch survey regarding service order• Escalate exceptions and special issues	<ul style="list-style-type: none">• Reduce turn over time• Improve client loyalty• Reduce escalations• Improve agent activity
Process Shipments	<ul style="list-style-type: none">• Manifest orders for shipment• Process and receive client items from repair center• Provide tracking information and escalation information• Deliver fast one or two day shipping methods for clients	<ul style="list-style-type: none">• Reduce turn over time• Reduce overall costs with shipping partnerships• Increase company accountability• Reduce lost packages

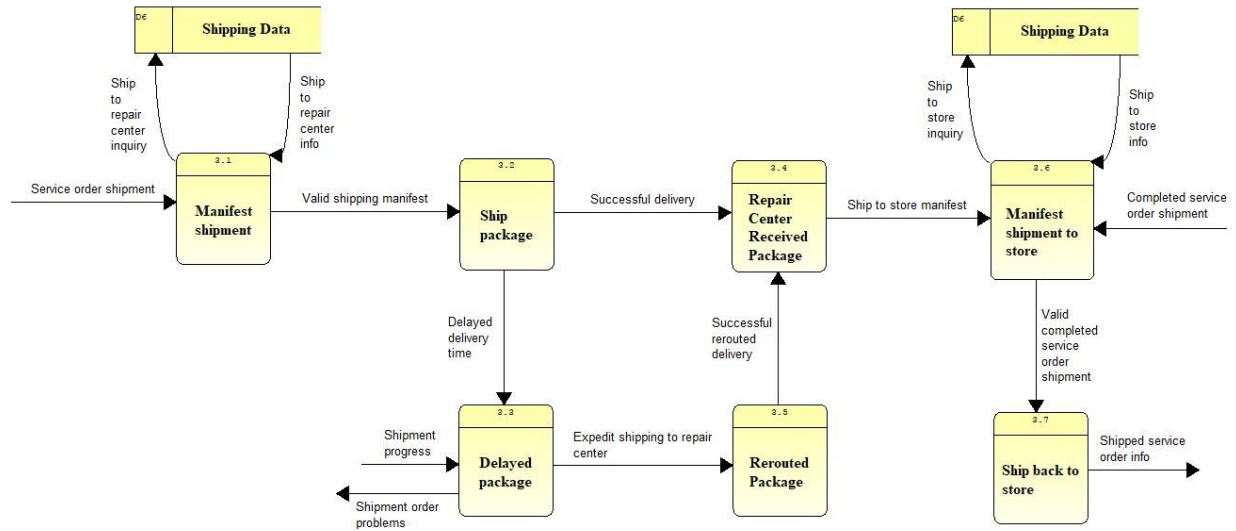
Alex Tam Geek Squad Service Order Processing System Context Level Diagram



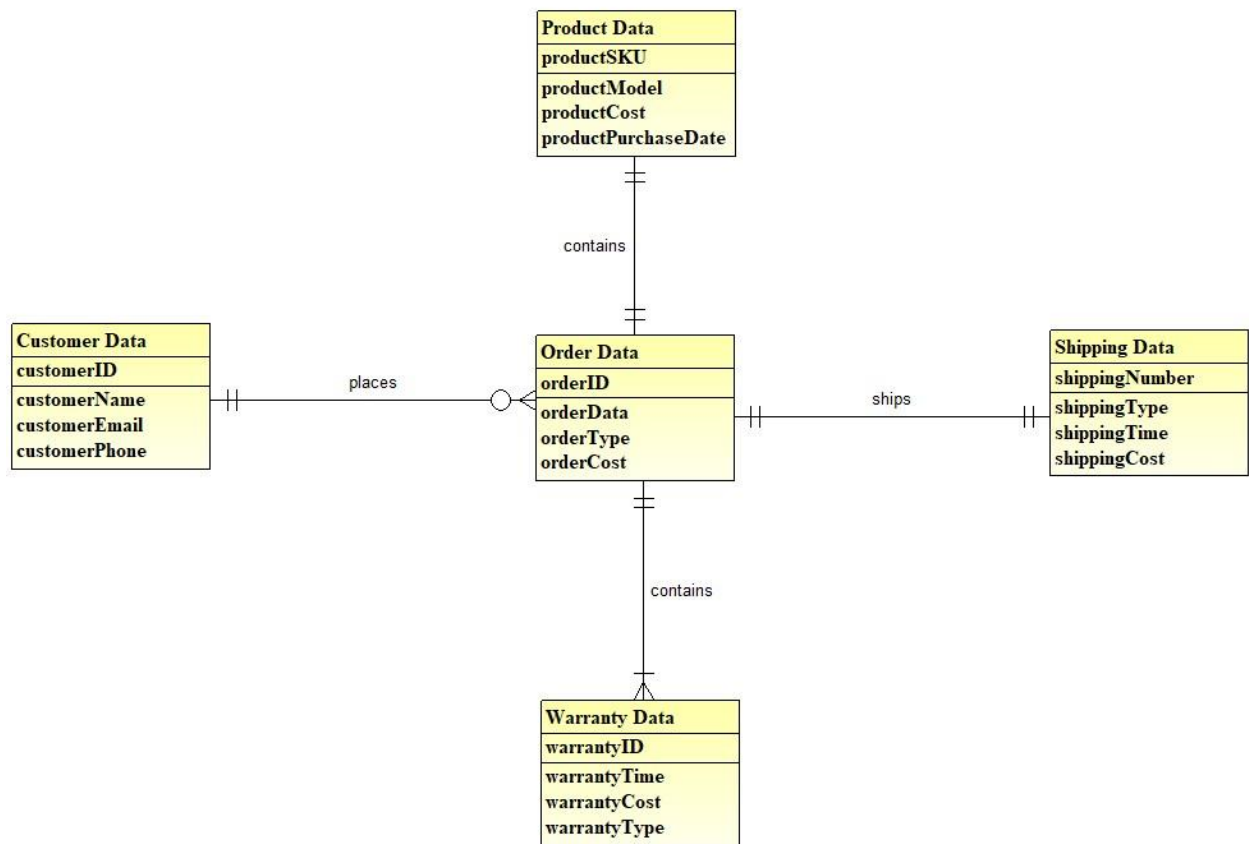


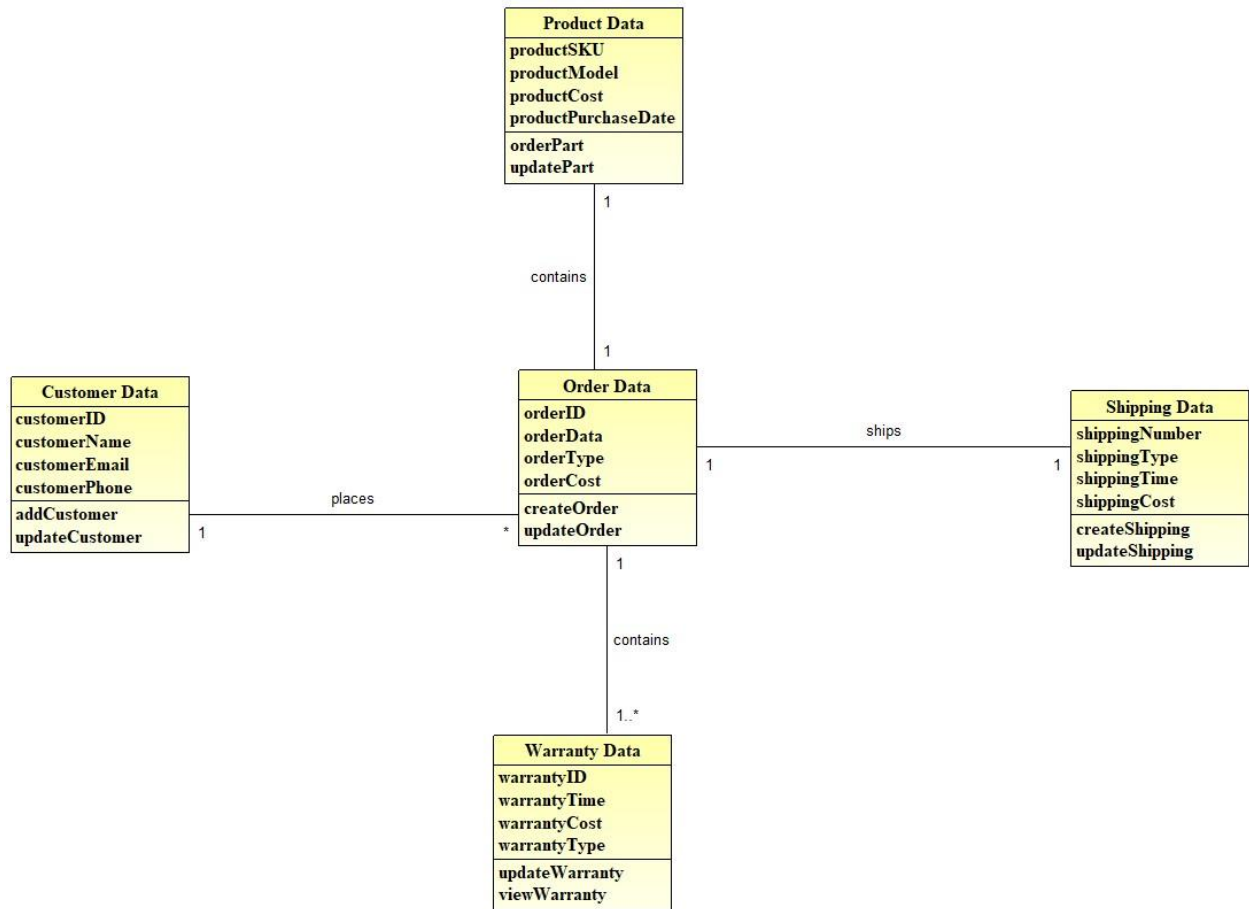






Alex Tam Geek Squad ERD Diagram 1





Geek Squad Create Service Order Activity Diagram

