



# CASE STUDY FOR FIELD SERVICE MANAGEMENT

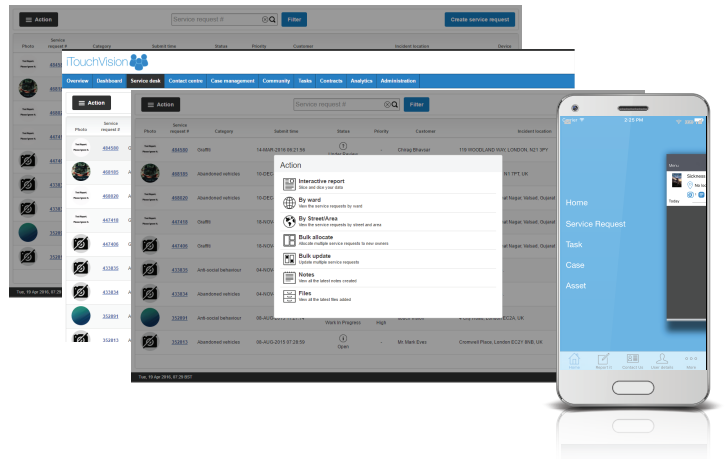


**CUSTOMER:** AGL Energy

**INDUSTRY:** Oil & Gas

**SIZE:** 140 employees/ 38 technicians

**HEADQUARTERS:** South Australia



## SYSTEMS IN USE:

- iTouchVision Customer Reporting app
- iTouchVision Mobile Worker app
- iTouchVision Case Management

AGL Energy was growing and needed to scale to meet this demand. But they knew that hiring more techs wasn't the only answer. AGL Energy needed to update and streamline their service operations to make each technician more efficient and effective, while reducing the amount of overhead and non-billable time that was a drain on both employee job satisfaction and profitability.

## The pivotal moment came when...

- An inability to track metrics meant limited visibility into inefficiencies and process bottlenecks
- Non-billable time was increasing, with mobile technicians making frequent trips to the office to drop off paperwork or seek knowledge regarding difficult repairs.
- We had very little visibility over our field staff productivity.
- A customer survey showed customer dismay in our service.
- Our field workers reporting a high level of jobs being incorrectly reported, and documented.

## Applying technology led to...



Increased speed, accuracy and a efficiency in our Field Service Management working processes.



46% increase in weekly job completion.



27% increase of job first time fix rates



62% increase in customer satisfaction



Better visibility over our field staff



Increased service delivery



Reduced admin time.



## The road to success is delivering...

Measurable first time job fix rates, with a significant improvement within 4 months of deployment

Cost savings at the end of year 1 compared to previous year.

A 30% improvement in customer satisfaction

More jobs fixed per week. More readings taken per week.

## CASE STUDY: AGL Energy

### CHALLENGE:

AGL Energy has been an instrumentation and control specialist in the oil & gas industry since 1974. They have grown into a full solution provider to their manufacturing partners, and also provides in-house custom engineered solutions. AGL service technicians work on these instruments in extremely remote locations throughout Australia making visits to the “of the office” time consuming and costly.

AGL Energy was experiencing growth and had large goals in place for their sales & service teams. Their sales teams had seen success using Salesforce, and AGL Energy knew that their services teams needed the right tools in place to achieve their targets as well.

They considered trying to explore customising Salesforce to extend to the field service team, but were concerned that this route might prove both costly and time consuming, and that they might quickly “outgrow” a custom solution. Explore getting a branded app. Streamlining there end to end service delivery. Getting more jobs fixed per day/week. Saving costs. Reducing calls into their call centre. Better visibility over there field workers. Increased safety of there field workers. Going mobile was seen as the way forward.

Through a customer referral they found iTouchVision, with a multi-channel end-to-end field service solution that could be fully customised. This was the solution that would deliver the foundation needed to support the future growth at AGL for years to come. Plus very importantly it would be hosted in Australia as iTouchVision already had infrastructure through there Australian customer base.

The first order of business would be to tackle the stunting AGL low customer service delivery report. And get more jobs attended to and fixed.



AGL field workers were using paper work orders, and would often return to the office 2 times per day to check in and update job sheets. Also the paperwork long winded approach. Double entry on jobs and lack of visibility on our field workers was another negative. As AGL did not have any visibility on how long their technicians were spending on non-billable hours, and had no way to pull up a report to see average billing time. Resulting poor tracking of operational metrics.

There was a feeling that things were inefficient, but no data meant it was difficult to identify potential solutions or to track whether those solutions would have the intended results. Access to reporting would provide the means to identify process bottlenecks.

### **SOLUTION:**

AGL Energy turned to iTouchVision to help increase their field service efficiency and provide a foundation for growth. "Our sales organisation was already using Salesforce and we found the iTouchVision platform it was very effective and even more so very easy to use", said Lucy Martin - Manager of Information Services.

"For my role in IT, I look at how difficult a solution will be to maintain and customise, how much will I have to rely on support, and what is the real overall cost of a system. Going with a provider like iTouchVision was a no-brainer. We can do 95% of the administration work ourselves. It's not cumbersome and it takes us a minute to do the work. For the other 5%, I turn to the iTouchVSION support staff like Nikunj or help," said Miss Martin.

Initially there was an expectation that our field staff would have some trepidation about using an app for work in the field, however, they adapted very quickly. "Our technicians know the iTouchVison app's on their iPad helps to get their job done faster," said Miss Martin.

Before using iTouchVision, when field staff needed help on a difficult job while out in the field, they had to drive back into the of office to receive guidance. Now with technicians using iPads either online or of offline in remote locations, they rarely have to come into the of office now and get more jobs attended to and fixed. "As at the end of the day our team don't want to be in the office doing paperwork, they want to be in the eld fixing equipment."



“iTouchVision’s solution for us shows our staff and customers that we put them first, and that we are agile. We invest in providing them with the latest cutting edge technology. As after all app’s are now common place in most peoples lives. All these things make our customers want to keep doing business with us.”

Lucy Martin, Manager of Information Services at AGL Energy

## RESULTS:

- iTouchVision has helped AGL Energy scale their current operations for growth, and even helps them ramp up new technicians as they expand their team.
- A clear, step-by-step process guides even inexperienced techs through the work order, and the connectivity to other technicians and knowledge ensures there is a whole community the technician can rely upon when troubleshooting an issue.
- “The biggest result for us has been training. Before [iTouchVision](#), we had a long learning curve and it took a while to get techs up to speed on our processes.
- Now with iTouchVision, we can train our field team right away and get them out in the field. If they have any questions, they can Facetime with a senior staff member. The mobile app for iPad gives our field staff confidence, and the customer gets more jobs fixed on the first visit than ever before.
- AGL Energy’s 4-6 weeks invoice turn around has also been significantly reduced. iTouchVision drastically improved cash flow, with invoices being delivered within a week after a work order has been completed.
- With iTouchVision solutions our billable time has decreased by 25% as technicians are now able to communicate with other staff in the field. Review job notes, and attach pictures or videos to a work order with their iPad or mobile phone.
- This real-time help has also increased their first time fix rates. By using [iTouchVision’s Solutions](#) we are now able to track these metrics and many more. They have given us visibility into areas of their business that might need focus and can see which teams are performing well – giving them an unprecedented ability to manage their operations based on real data, not just guesswork!



# iTouchVision

iTouchVision is one of the world's leading cloud-based service provider with innovation & excellence at its base. The company has made its presence in all business verticals with its technical & operational capabilities to enhance the working of private & public sector organisations. Our products, ranging from Web-based software to Mobile applications have made their mark globally to transform the way work is completed.

iTouchVision is into development of diverse software solutions and suite of mobile applications to match the industry requirements and aid the business processes. Mobility to organizations and virtual working using mobile applications has been our agenda all the while. Wherever you are, whatever you are doing, we aim to cover you in a digital wave and make all your business related information available at your fingertips.

Connect with us over [Contact@iTouchVision.com](mailto:Contact@iTouchVision.com) or call on +44 20 70 999266 to get in touch with our experts.

