

Maintenance Services: Supervised

DrivenBI delivers real-time collaborative data analysis

To provide top quality maintenance services to customers, companies need to actively stay on top of company performance, making sure they are constantly maximizing uptime and minimizing downtime for all customers using their equipment. Acting upon this real time analysis, companies could benefit from collaborating between departments within the same organization and with customers to provide the best service levels achievable. Companies need a simple, flexible and scalable analysis platform that can easily assist in creating dynamic analysis and providing cross-operational collaboration within the same organization and with customers.

SRK Self-Service Data Analysis Platform in the cloud, allows business users to create their own maintenance services analysis with absolutely no programming, no data warehouse, no reliance on IT centric BI tools and no spreadsheet analysis. SRK lets users centralize all of their data and business logic securely and create actionable sharing to respond to just-in-time changes in their business requirements. Furthermore, users no longer have to be limited by one dimensional static reporting generated by the disparate operational systems that lack real time cross functional analysis. Users can now, not just monitor and improve how they deliver their maintenance services, but can also improve the customer vendor relationship, allowing them to work closer together to ensure uninterrupted service for the customer and increased business growth for the vendor.

SRK: Transforming a Manual Process into Dynamic SRK Analysis

Daily dispatching of technicians to deliver maintenance services for customers can be hard to keep track of, especially when trying to provide the highest quality of services by monitoring technicians and machines performance 24/7. With traditional spreadsheet analysis, maintenance service companies have limited visibility and flexibility to accurately make the optimal decisions for their customers. The root cause can be traced back to their inability to share and compare data from their CRM reports for work orders, service expenses, ERP reports for dispatch time log, as well as other data sources.

The maintenance service company sought to create a better solution using SRK that could automatically cross-reference and analyze availability of its technicians, response times to customers, and how their machines were performing. This solution would replace their existing manual process of exporting high volumes of data and consolidating and comparing massive amounts of spreadsheets to gain insights some time later. The solution would focus on making sure they can get up to the minute information about maintenance services with the main objective to improve their customers' experience with them. In addition to the benefits of minimizing downtime and maximizing uptime for customers, the new approach let's their users take advantage of SRK's shareable analyses and actions to transform the company's analyses into a collaborative hub, where they can proactively take action to get technicians to the right place at the fastest time, respond quickly to their customers' requests, and take action on maintenance issues as soon as they arise - actionable sharing seamlessly and securely. Bringing customers and vendor relationship closer all while increasing the service quality provided.

Generating Real-Time Collaborative Results in the Cloud

- With SRK, the users aggregate raw data from various sources and centralize the analytical logic to consistently and reliably deliver just-in-time technician, machine, and customer analysis.
- Users easily design their own SRK dashboards to monitor performance to produce real time insights to help increase service quality.
- Self-service SRK analysis and task assignments ensure that results from analyses can easily transform into actionable solutions.
- As a centrally managed solution, SRK enables secure cross-departmental and customer collaboration.

Results

- Assured visibility into the maintenance service company's technician and machine performances
- Automatic alerts for efficient contract renewal planning
- Actionable sharing and collaboration within organization and with customers
- Less reliance on IT