



BAXI

Baxi

Baxi is a part of BDR Thermea, one of Europe's largest manufacturers and distributors of domestic and commercial water and space heating systems. It employs 6,700 people throughout Europe with a turnover exceeding €1.7 billion. The group has significant market share across across continental Europe and United Kingdom. It is also expanding into new markets such as Romania and Argentina and already has a direct presence in Russia, China and the Czech Republic, and joint venture partnerships in developing locations, like Turkey.

The Challenge

Baxi's growing business needed a solution to improve the efficiency of job scheduling and reduce operational costs that would enable it to keep up with increased service demand from new markets.

The Solution

ServicePower's Scheduling solution has helped Baxi:

- Rapidly adjust to market demand
- More effectively allocate jobs, leading to higher job completion rates
- Achieve higher first-time-fix and schedule adherence rates
- Deliver exceptional service experiences to its customers

The Results



10%
increase in
customer
satisfaction
rates



30%
increase in
service calls
completed
per day



15%
reduction in
travel costs



Reduction in
over-staffing
costs as result of
better capacity
planning

"What I like about ServicePower is the ease of use and the focus on great outcomes. Their tools make the engineers lives easier and allow us to make promises to the customer that we are confident about keeping."

- Andrew Keating, Group Service Director, BDR Thermea

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