



Electrolux

Electrolux shapes living for the better by reinventing taste, care and wellbeing experiences, making life more enjoyable and sustainable for millions of people. As a leading global appliance company, Electrolux places the consumer at the heart of everything they do. Through well-known brands, like AEG, Anova, Frigidaire, Westinghouse and Zanussi, Electrolux sells more than 60 million household and professional products in more than 150 markets every year.

The Challenge

Electrolux needed a solution to optimize scheduling and dispatch jobs to their hybrid workforce. It also needed a claims management solution that reduced manual intervention and claims error rates, provided broader visibility, and significantly increased processing rates. Finally, they needed a solution to manage the service delivery experience for their customers.

The Solution

Electrolux implemented ServicePower's Scheduling, Dispatch, Warranty Claims, Business Intelligence, and Customer Portal solutions, enabling them to:

- Improve operational efficiencies in delivering field service
- Increase first-time-fix and schedule adherence rates
- Reduce costs by eliminating manual intervention and fraudulent and duplicate claims
- Deliver exceptional service experiences to customers

The Results



\$1M

YoY savings with Scheduling Optimization



15%

reduction in technician travel times



\$40M

annual savings by leveraging ServicePower Warranty Claims best practices

“ServicePower is really helping us with dispatch, claims and the consumer service portal. As consumers demand more information and statusing, implementing the Consumer Portal for us has been a big initiative. It makes it easier for the consumer and saves us the hassle of getting a call for minor changes.”

- Steve Zannos, Senior Director of Customer Care, Electrolux

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