



BrandsMart U.S.A.®

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BrandsMart U.S.A. is one of the leading consumer electronics and appliance retailers in the Southeast. With nine retail stores in South Florida and the Atlanta area and growing ecommerce presence at BrandsMartUSA.com, BrandsMart U.S.A. continues its legacy of offering appliance and consumer electronics brands at low prices.

The Challenge

BrandsMart U.S.A. needed a solution that improves the overall efficiency, productivity, and performance of its service and installation operations along with the reduction of operational costs.

The Solution

BrandsMart's implementation of ServicePowers' Scheduling Optimization and Customer Portal solutions have led to:

- Higher schedule adherence and job completion rates
- Reduced fleet costs by lower number of truck rolls
- Effective allocation of jobs leading to higher technician utilization
- Reduction in costs through effective parts usage

The Results



30%
increase in
same day job
completion
rates



25%
savings in
operational
costs

“ServicePower has eliminated our paper in its entirety, our record keeping is extremely accurate, and our field management has become unbelievably better. The routing and optimization of our technician's schedules is greatly efficient. They complete more jobs per day, which is a great experience for our customers.”

- Cosmo Adamo, Vice President of Service, BrandsMart U.S.A.

“The overall impact of Scheduling Optimization has enabled the BrandsMart field-service operation to gain improvements in productivity and cycle time that few other organizations can realize without ServicePower technology.”

- Cosmo Adamo, Vice President of Service, BrandsMart U.S.A.

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