

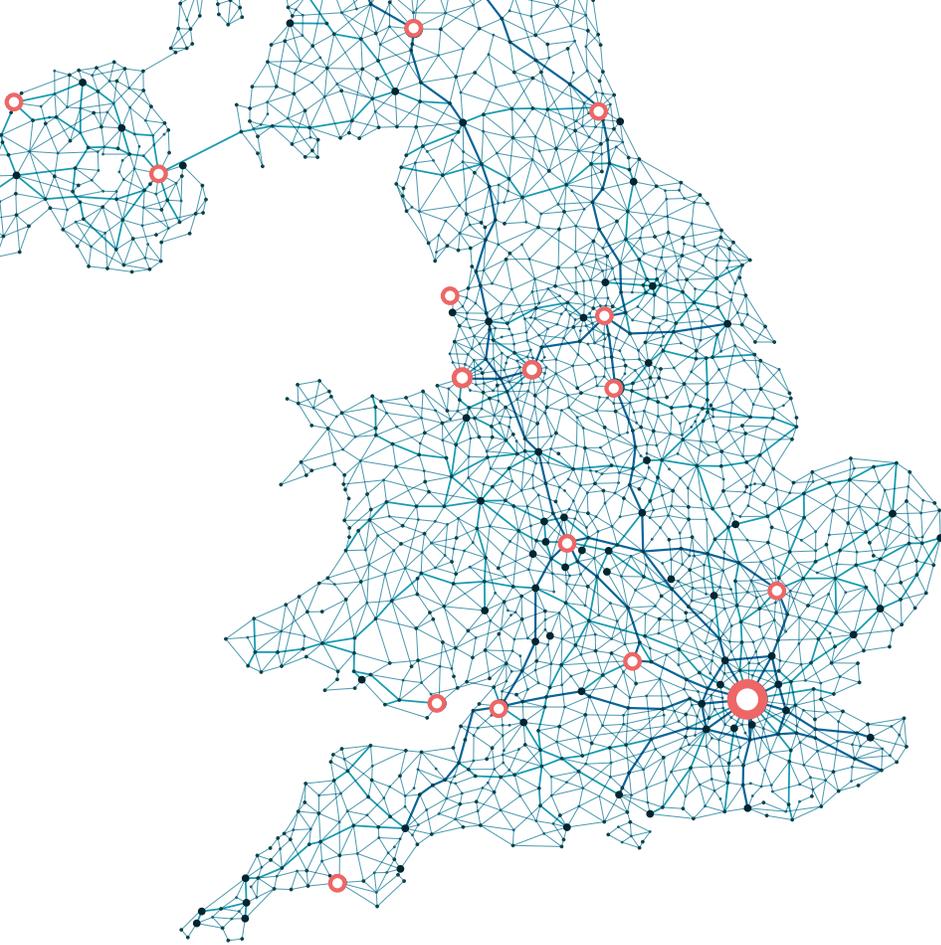


SERVICEPOWER CASE STUDY CASTELAN GROUP

Castelan Improves Operational Effectiveness and Decreases Costs with ServicePower's Field-Service Management Portal



QUICK FACTS: Castelan Group offers field service for furniture and electrical appliance repair. These services are offered to retail, insurance, and commercial services companies throughout the U.K.



*Castelan Group,
leaders in retail,
insurance, and
commercial services
delivers a variety of
field-service
solutions to a
wide range of
business partners
throughout the
United Kingdom.*

The Company

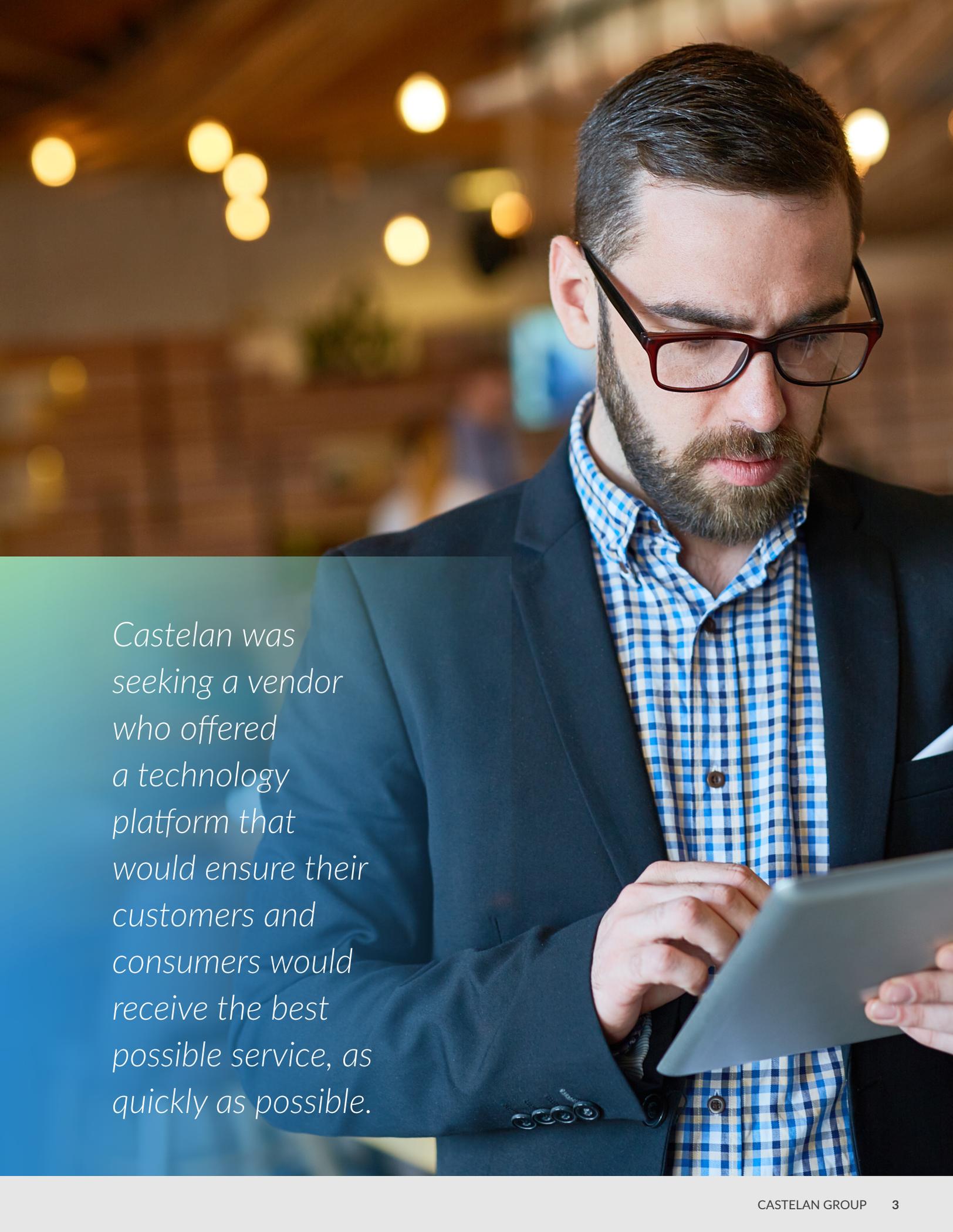
The country's major retailers, insurers, manufacturers and leisure companies trust Castelan Group, a financial services business based in Weston-Super-Mare, to deliver high quality, efficient and professional solutions to their varied needs.

Castelan Group was founded in 2011 but has been doing business since 1996. The success of Castelan's business is built on one thing, the service they offer their customers. It's why their clients, and 1.5 million of their clients' customers, trust Castelan Group for superior customer service.

The Challenge

Today, one division of the Castelan Group offers field service for two primary industries, furniture and appliance repair and replacement, and they offer these services to retail, insurance and commercial services companies throughout the U.K.

Castelan has been working with ServicePower for a number of years as part of its strategy to outsource their field-service network to a third-party provider for appliance repairs and replacement. In 2015, their performance manager, Steve Winter-Gray, was assigned the complicated task refining the number of third-party providers and securing the right provider to meet all of Castelan's needs.



Castelan was seeking a vendor who offered a technology platform that would ensure their customers and consumers would receive the best possible service, as quickly as possible.

The Solution

Steve Winter-Gray had actually worked with ServicePower back in 2008 when he worked for a different organization and was extremely satisfied with the service he was provided. Knowing his perception within his company, as well as Castelan's reputation was on the line, he reached back out to ServicePower to find out if utilizing their outsourced network of field-service technicians would be a good fit, once again.

Eight years had passed since then and he was hopeful that the positive partnership and high level of service quality he had experienced back in 2008 would be equal to what the company now provided. He met with an account executive and the head of managed services to discuss Castelan's needs and was convinced that this was the company that would help take Castelan to the next level.

The Result

After hiring ServicePower's network of field technicians to meet the company's field service needs in the areas of electric appliance repair, they decided to invest in the ServicePower Portal to further improve the operational effectiveness of the technicians, while decreasing costs caused by manual processes. ServicePower implemented their field-service management Portal and Castelan immediately realized positive results and improved first-time fix rates.

"When it came to the portal we had one situation that the out-of-the-box solution couldn't resolve for one of our biggest electrical customers," said Steve. "We needed a new scheme to work with that customer's product." ServicePower was unphased by Castelan's request. They immediately developed a new scheme that they added to the portal solution to make it work for their unique customer.

Customer Satisfaction

"Castelan has been extremely happy with ServicePower's people, solutions and services."

"ServicePower just does the job. Their Service level is exceedingly excellent. I can contact ServicePower at any point and get service to our customer right away. ServicePower's great people make the difference – they are the most important factor in helping us deliver a great customer outcome." Steve Winter-Gray, Performance Manager, Castelan Group.

Customer Day

"For the past two years, ServicePower has offered a customer day in our area. Many companies pay lip service to a user event and you don't expect much interaction with other customers or to have access to leadership. ServicePower offered its' customer day in Coventry this year. It gave us a chance to network with other customers to see what they are using and what they are needing and to leave with more information and ideas for going forward."

Castelan truly appreciated the customer day offered in central England. "I'm looking forward to next year's meeting and finding out what new technology they have developed that we can use to grow our business in new ways," said Steve Winter-Gray, Performance Manager, Castelan Group.

“I’ve never even looked at any other vendor.

The team working relationship is great and the visibility of performance is fantastic.

We have a great relationship with our account exec and our services manager.

ServicePower consistently meets all of our needs.”





ServicePower

ServicePower is an integrated field service management solution focused on helping companies deliver an exceptional customer experience at the lowest cost. Trusted by field service organizations around the world such as GE Appliances, ADT, Johnson Controls, John Lewis Partnership, Electrolux, Mitsubishi, LG, BSH and AIG Warranty, ServicePower is the only workforce management solution enabling organizations to efficiently manage both captive and 3rd party service providers. Our digital technology enables improved customer satisfaction, reduces costs and generates new revenue streams.

ServicePower also offers a fully managed network of 3rd party service providers to enable rapid and on-demand servicing at peak times and in hard-to-reach locations across North America and Europe.

For more, visit www.servicepower.com