



ESI

ESI is a distributor and manufacturer of an array of consumer products including electronics, appliances, housewares, and other general merchandise. ESI has expanded its customer base through global trade by importing products to the United States from countries such as Japan, Singapore, and Hong Kong. ESI operates in, and provides a gateway to a growing geography seeded in the United States, extending down into South and Central America, with an especially strong presence in México.

The Challenge

ESI needed a solution to streamline warranty processing by eliminating manual processes, automating fraud and duplicate claim detection, and lowering claims processing time.

The Solution

ESI implemented ServicePower's full suite of Managed Services to achieve:

- Increased coverage and the number of technicians to meet service demand
- Reduced costs by eliminating fraudulent and duplicate claims
- Reduced error rates per the number of claims submitted
- Increased ability to meet surges in service demand

The Results



10%
increase in
customer
satisfaction rates



80%
improvement in
claims processing
efficiency



**Significantly
reduced claims
processing costs**



**Reduced risk
of fraudulent
claims**

“The ServicePower system helps us reach our goals efficiently and in a cost-effective manner. It allows us to grow and change with the industry, to exceed our customers' expectations.”

- Eddie Palacios, Director of Service Operations, ESI

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