



SERVICEPOWER CASE STUDY ESI ENTERPRISES

ESI Relies on ServicePower's Technology to Increase Efficiencies in Warranty and Claims Management



QUICK FACTS: ESI Enterprises was established over fifty years ago as an electric-shaver distributor and has since grown to become a major distribution and trading company.



The Company

ESI Enterprises was established over fifty years ago as an electric-shaver distributor and has since grown to become a major distribution and trading company, acquiring durable consumer products such as: branded electronics, appliances, sporting goods, toys and other general merchandise, from a variety of manufacturing and retail sources. ESI continues to distribute these products to customers across the globe.

The company has a fine-tuned logistics operation with the unique ability to work closely with customers and meet their requirements, no matter how demanding. The organization also utilizes the skills and strengths of its people and processes to meet customers' needs at the lowest possible cost, leveraging distribution channels; an efficient logistical platform; access to capital and other competitive advantages to best meet customer demand.

ESI is known for the superior customer service provided to their retailer/ dealer accounts as well as consumers of their products. The company also has a dedicated team of technicians that assist customers with product set-up and troubleshooting, plus a network of repair and parts distribution facilities in the United States, Mexico, and Canada that provide fast and efficient repairs of consumer electronics.

The Challenge

ESI's leaders believed that they were losing money (and growth opportunities) with their antiquated practices for dispatch and claims and third-party contractors. They needed a technology solution to manage and track the status of warranty and service requests.



The Solution

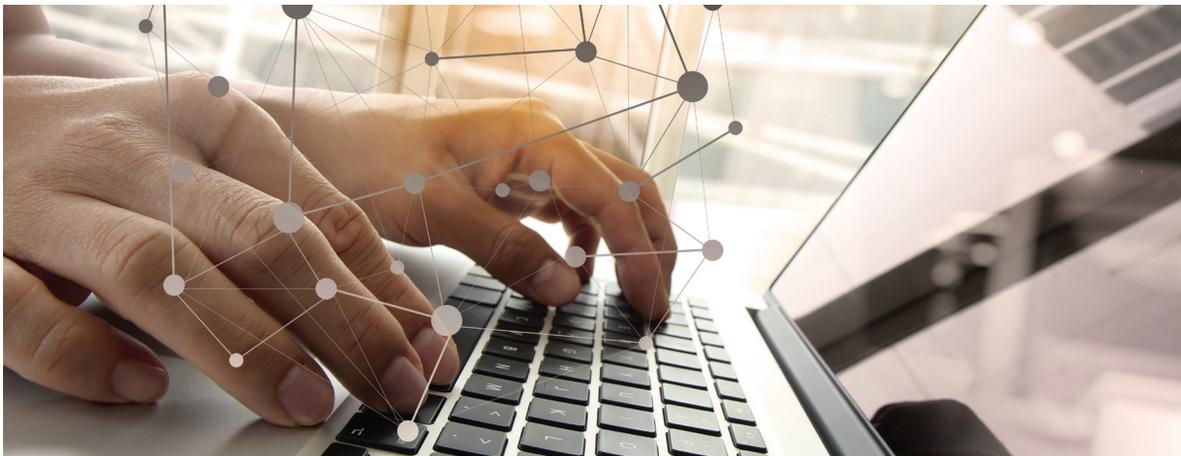
ServicePower's integrated warranty claims management system. The system delivers real-time, configurable claim adjudication, validation, and a customizable audit platform to meet ESI's unique warranty requirements. ServicePower's solutions help ESI manage and track the status of warranty and service requests and provide the interface for both end-user and OEM service/parts request tracking.

The Implementation

At the beginning of each project, both the ESI and ServicePower team agree on a target date and budget. For every project, ServicePower then provides a schedule of delivery so that the project can be managed and effectively tracked.

The Result

ServicePower has worked closely alongside ESI to continue to build the functionality of the initial installation and take full advantage of the online tracking and reporting aspects of these products, as well as helping to improve and strengthen their customer and client interfaces.





QUICK FACTS:

ServicePower and ESI are working towards taking full advantage of online tracking and reporting.

ServicePower provides a schedule of delivery so that projects can be managed effectively.

ServicePower helps ESI manage and track the status of warranty and service requests.

Return on Investment

According to ESI's Director of Service Operations, the company has seen the following benefits from the utilization of ServicePower's technology:

- Improved satisfaction rates by 10%
- Increased efficiencies in claims processing by 80%
- Significantly reduced the cost of claims processing
- Reduced risk of fraudulent claims

Requests
can now
be raised
from
international
exchange
stores
located on
U.S. military
bases



Continued Growth & Best-Fit Solutions

As ESI continues to grow, the organization has identified the need for some additional client specific customer-service functionality, outside the scope of the existing systems. These requirements were discussed with ServicePower to create best-fit specific solutions for each.

Raising the Bar to Utilize International Exchange Stores

With the new ESI system, powered by ServicePower technology, support requests can now be raised from International Exchange Stores located on U.S. military bases in the UK, Europe and Asia Pacific, direct to ESI. The Technical Support team will place the service request and provide tracking of the replacement or refund, significantly improving the time taken to resolve these cases.



Conclusion

Over the eight years of their business relationship, ServicePower has provided ESI with timely and cost-effective solutions that have served to significantly enhance the ESI customer experience. ESI retail and manufacturing clients (product suppliers) now have an efficient, effective and trackable warranty support system.

“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 meet and exceed our customers’ expectations.”

- Eddie Palacios, ESI Director of Service Operations

**Find out more about ServicePower’s
Field-Service Management solutions at:
www.servicepower.com**



ServicePower



ServicePower

ServicePower is a leading field-service management software company focused on providing an exceptional customer experience, while delivering significant operational efficiencies. Trusted by field-service organizations around the world such as GE Appliances, ADT, Allstate, and Siemens, ServicePower offers the only SaaS platform that helps companies efficiently manage both employed and contracted technicians.

ServicePower also offers a fully managed network of contracted service providers to enable on-demand and rapid field-service delivery in hard-to-reach locations across North America and Europe.

For more, visit www.servicepower.com