



GE APPLIANCES
a Haier company

GE Appliances

GE Appliances is one of the largest appliance brands in the United States and manufactures appliances under a house of brands which include: GE, GE Profile, Café, Monogram, Haier and Hotpoint. From self-cleaning ranges to ice and water dispensers, to speedcook ovens and refrigerators that make coffee, GE Appliances has electrified and modernized life for more than 125 years with a legacy of invention.

The Challenge

GE Appliances needed a solution that would enable them to schedule and dispatch jobs simultaneously to both employed and third-party technicians. They were also looking for a customer portal that would improve the service experience for its customers and an automated claims solution to improve visibility, speed and quality of warranty claims. GE Appliances also wanted to empower their technicians with real-time access to information and processes to help them improve the experience they provide to their customers, while improving first time fix rates.

The Solution

GE Appliances deployed ServicePower's Employed and Contracted Workforce solutions, as well as the Managed Services solution. These solutions include the Scheduling, Dispatch, Mobile Access, Claim Reimbursement, Consumer Self-Service, and Analytics capabilities, which resulted in:

- Improved customer experiences and satisfaction rate, increased revenue
- Higher schedule adherence rates
- Improved technician empowerment with mobile access to schedule and parts information
- Reduced cost by elimination of fraud and duplicate claims
- Service and process improvement and higher efficiency
- Enablement of seamless management of integrated, multi-labor workforce

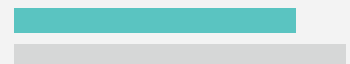
The Results



50%
reduction
in service
appointment
windows



15%
reduction in
technician
travel times



20%
increase in
customer
satisfaction
scores



GE Appliances saw customer experience ratings improve after implementing ServicePower's solutions.

[Request a Demo](#)