



**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.

## The Solution

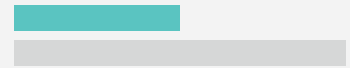
GE Appliances deployed the complete ServicePower suite with Scheduling, Dispatch, Warranty Claims, Business Intelligence, Customer Portal, and Managed Services which delivers:

- Improved customer experiences and satisfaction rate, increased revenue
- Higher schedule adherence rates
- 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



**\$40M**  
Estimated  
\$40M in claims  
savings YoY

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

- Increase of 2.8 points for Consumer Quality of Service score
- 20% increase in customer satisfaction scores

[Request a Demo](#)