



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



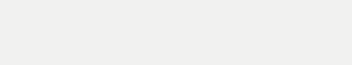
50%
reduction in service appointment windows



15%
reduction in technician travel times



20%
increase in customer satisfaction scores



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

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