



LG

LG Electronics USA, Inc. is the North American subsidiary of LG Electronics, Inc., a global force and technology leader in consumer electronics, home appliances and mobile communications. In the United States, LG Electronics offers a range of stylish and innovative home entertainment products, mobile phones, home appliances and commercial displays.

The Challenge

LG needed a solution that would enable them to quickly and effectively dispatch service jobs to third party contractors. In addition, LG was looking to lower claims processing time to help reduce attrition and improve contractor loyalty.

The Solution

ServicePower implemented Dispatch, Claims and Managed Services solutions that enables LG to intelligently dispatch work to the best suited third party contractors, resulting in:

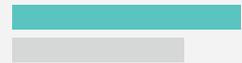
- Lower job rejection and cancellation rates
- Reduced error rates per the number of claims submitted
- Increased number of technicians to meet service demand
- Improved schedule adherence to service windows

The Results



27%

increase in NPS



0%

rejected, cancelled
or neglected third
party calls down
from 20%

“LG seeks to ensure that ‘Life’s Good’ for our customers, end users and valued ASC partners. ServicePower’s field service management software is the solution to delivering that commitment. With ServicePower, we have the best providers available when our customers need them, and continually drive improvement in our network through AI-based logic and real-time scheduling and warranty processing.”

-Bill Lange, Field Service Operations and Strategy, LG Electronics USA

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