



ServicePower
CASE STUDY



Mitsubishi Electric Visual Solutions America (MEVSA)

Mitsubishi Electric Visual Solutions America (MEVSA) manufactures and markets a complete line of display products including projectors, data wall display systems, LCD digital signage monitors and players, large screen 3D DLP ̈́ televisions and the world's first laser TV, Laser Vue ̈́ across the US and extending into Canada

The Challenge

MEVSA needed a solution that would enable them to effectively and efficiently manage dispatch and warranty claims with third-party contractors, and deliver a best-in class customer experience through real-time communication and job status updates.

The Solution

MEVSA selected ServicePower based on its positive reputation and its ability to customize a system to meet claims handling standards, specific business requirements and integrate with the elements of the existing systems to be retained. Since implementing Dispatch and Claims, MEVSA realized:

- An increased number of technicians meeting service/repair objectives
- Lower job rejection and cancellation rates
- Reduced claims error rates due to automated processing
- Reduced cost through the elimination of fraudulent and duplicate claims

The Results



Significant cost and time savings for claims and payments



More effective scheduling of service appointments



Improved customer satisfaction rates

"Business is cyclical and flexibility within a business relationship is key to maintaining a win-win arrangement for both partners. ServicePower is an example of what a business partner can and should be."

- Michael Snead, Sr. Director, Product Service, Mitsubishi Electric U.S.

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