



Deliver Exceptional Service Experiences

Improve End-to-End Process Visibility

Increase Revenue Through Upsell

Build Brand Loyalty

ServicePower's ServiceRetail solution enables retail companies to deliver exceptional at-home service experiences to drive customer engagement and brand loyalty. Our solution enables retailers to own the service lifecycle, provide full end-to-end visibility, and deliver a 27 percent increase in Net Promoter Scores (NPS) and 30 percent increase in Customer Satisfaction (CSAT) ratings.



Real-time Customer Engagement and Notifications

Fully branded portal with end-to-end service experience, immediate status updates with customizable notifications and self-service digital portal.



Greater Visibility and Transparency

Drive higher visibility and status at every stage of the service request, dispatch and repair process.



Reduce Costs

Reduce call centre inbound claims calls by 20 percent.

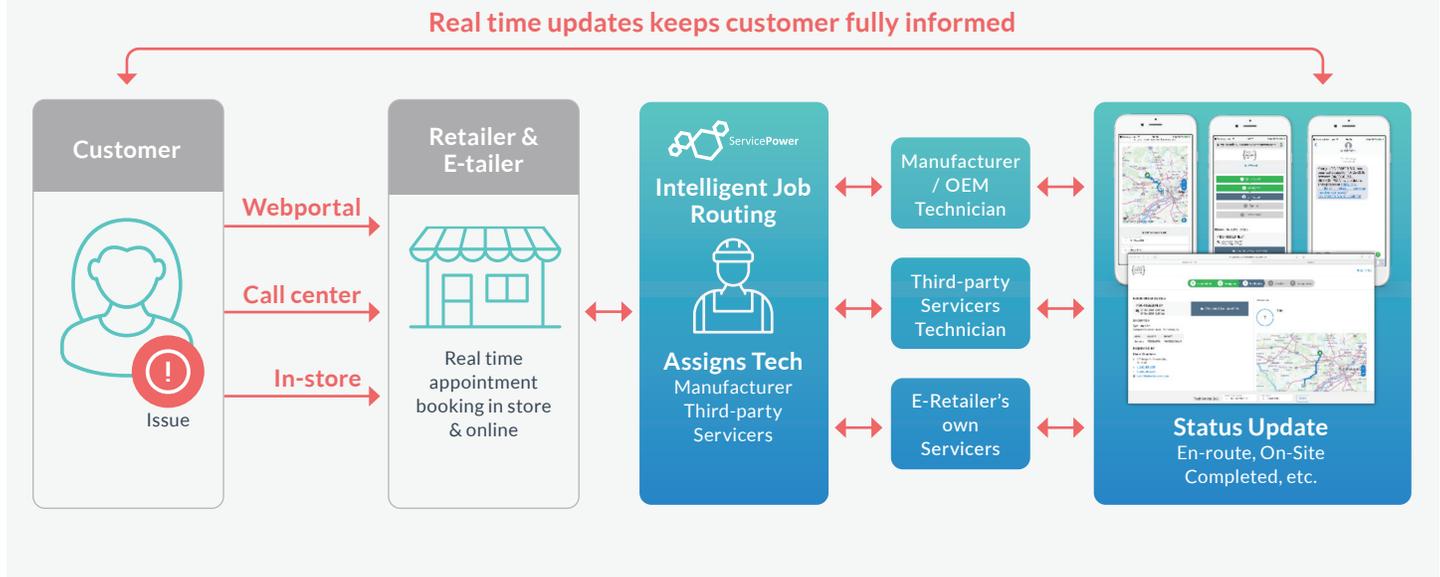


Increase Revenue

Increase revenue through increased NPS and CSAT with additional upsell opportunities.

ServiceRetail transforms service experiences for retail companies by delivering greater personalization, full end-to-end visibility, and better customer engagement. Customer repair requests can be automatically dispatched and managed with the respective manufacturers and servicers resulting in a **27 percent NPS** and **30% CSAT increase**.

End-to-End Solution to Manage After Sales Service and Improve Brand Value



Customer Engagement

Deliver a great digital service experience to your customers and increase engagement with our Consumer Portal. The web-based platform offers self-service experiences enabling consumers to validate warranty entitlement, schedule, reschedule, cancel and re-open service requests, upload media for diagnostics, view status and configure notifications. The Consumer Portal can be branded and customised for language and service terminology.

Service Request Management

Simplify end-to-end service workflows with our service request management solution. Automatically dispatch and assign customer requests to the manufacturer, insurance company or third-party servicer based on the manufacturer, warranty entitlement, location, or other customised requirements. Service request management enables tracking and provides service status which can be shared within our Customer Portal.

“The customer should be in control when booking a call, repair or collection. We do this by enabling them behind the scenes, making sure all systems talk to one another, so you always have an up-to-date picture of where the product is in the journey. **We use ServicePower to manage that end-to-end customer journey and provide real-time job visibility.**”

Andrew Davis - Manager, Consumer Electronics Services, John Lewis



BrandsMart U.S.A.



John Lewis

richersounds
Experience Better



Get In Touch

servicepower.com 1.571.343.5118

