

Field delivery assessment

Better customer service

Successful product delivery requires consistent coordination across multiple functional areas as customers expect a seamless experience and an efficient installation.

Leading companies complete field service delivery assessments to reveal shortcomings of the interconnected processes in delivering their services to eliminate inefficiencies — ultimately improving processes and increasing customer satisfaction.

Hitachi Consulting Field Service Delivery Assessment Solution focuses on assessing installation processes to identify areas for process improvement and opportunities to implement best practices in the sales through servicing cycle.

Business challenges

With increasing competition in the communications industry, there is a continued focus on consumer satisfaction with key efforts to improve field service delivery. Businesses are being challenged to identify the current issues in their field service delivery process, measure issue impacts and address them to improve service.

Despite knowing the potential for process improvement and increased customer satisfaction, a major barrier is the expense of funding assessment projects.

With this in mind, the key to supporting the investment is to understand the challenges and provide quantifiable answers to key questions such as:

- Can current issues and impacts be measured?
- What is the impact on customer satisfaction from these issues?
- What business areas are impacted by these issues?
- How would the issues be prioritized?
- How have these issues been addressed in the past?
- If _____ could be increased or decreased by X, what would be the value of that improvement?
- If there is no change, what will happen?

Approach and solution

Hitachi Consulting's Field Service Delivery Assessment Solution offers an effective, measureable field-based assessment that works with clients to answer the challenging questions to improve service and deliver consumer satisfaction.

In this approach, our team works to identify key issues, measure impacts, and quantify the value of improvement to prioritize solutions. Our approach consists of three phases, including:

- Data collection
- Data entry and calibration
- Data analysis

Specifically, our approach is to work with the client teams delivering and receiving the service to collect data on predetermined tasks and activities.

Calibrating data collected on our daily observations and process against observation targets facilitates our

ability to complete a comprehensive time, process and observation theme analysis. We run our analysis to include measuring against performance standards, identifying the cost of waste and quantifying improvement opportunities.

Our approach, focused on measurable results, provides a quantified solution with data findings, gaps and recommendations.

Our model

Our objective is to work with the client teams' field-based customers and technicians to collect insights into their daily activities such as timing associated with key installation tasks. Through hands-on observation, we gather the information necessary to provide metrics, evidence of issues, current in-use best practices and potential process improvement opportunities.

Hitachi's Field Service Assessment team partners with the client on assessment logistics for efficient and effective delivery of results.

Together, we create an observation and ask collection worksheet, coordinate with market dispatchers to identify installations for the observation period and refine required metrics. We then use these tools throughout the assessment period as we work with client market teams to establish expectations, facilitate ongoing meetings to confirm scheduled routes and collect issues and risks.

Providing clients with a measurable, field-based assessment

During the assessment period we gather, compile and analyze all observation data and metrics.

Breaking this into our three phases, our Hitachi team delivers:

- **Data gathered:** Observe installations with field teams to capture metrics such as time and tasks
- **Data compiled:** Collate and standardize data collected
- **Data analyzed:** Develop metrics collection form and create reports

Our typical Field Service Delivery Assessment Model has an estimated duration of four weeks minimum, after project logistics are complete and with a review of a predetermined number of installations for observation. Once the observations period kicks off, the assessment generally includes 10 – 15 days of observations minimum.

Through this model, Hitachi Consulting's Field Service Delivery Assessment team provides a detailed summary of observations and detailed metrics with recommended next steps, including approaches to addressing gaps.

Benefits

Our Field Service Delivery Assessment Solution can benefit service providers by delivering metrics to facilitate an understanding of their current field service model and identifying opportunities for improvement. Potential benefits include:

- **Sales process improvement:** Through an assessment, results show potential improvement areas in the completeness and effectiveness of the

sales process. Through observation, our team can observe and measure instances where customers do not fully understand the product, customers have inaccurate expectations and when customers continue shopping as orders are completed. Through observation, our team can produce results to measure sales process issues and provide clients with solutions to enhance sales processes.

- **Work order enhancement:** Our assessment team can identify enhancements to current service delivery tools. In collecting data through observation, issues such as device counts required per job and required time necessary for job completion can be identified. In developing metrics of identified issues, our team can provide metrics showing coding impacts on installation quotas and number of technicians required to complete installs. Results delivered to the client include metrics for known and new issues, as well as recommended solutions to improve work order accuracy.
- **Technician efficiency:** By observing technicians, data can be gathered on time spent on work order accuracy, equipment activation, activation failures, software upgrades and on-site customer education. Collating this data and providing quantifiable metrics of these issues can equip clients with reporting metrics necessary to prioritize delivery enhancements resulting in lower average install times and improved technician on-site efficiency.

Comprehensive skillsets

We bring together a knowledgeable, analytical team geared to work with our clients and deliver a thorough assessment to provide the business with measurable solution recommendations. Our team includes analysts and field observers.

Track record of collaboration

Hitachi Consulting leverages decades of deep industry experience to provide practical business strategies and technology solutions. Our collaborative, pragmatic approach enables superior operation performance, positive business change and consistent, measurable results. With Hitachi Field Service Delivery Assessment Solutions, we are providing analytical results with recommended measurable solutions to help our clients succeed.

About Hitachi Consulting

Hitachi Consulting is the global solutions and professional services organization within Hitachi Ltd., a global innovation leader in industrial and information technology solutions and an early pioneer of the Internet of Things. Hitachi Consulting is a business integrator for the IoT era and a catalyst for digital transformation. Using our deep domain knowledge, we strategically collaborate with our clients to help them innovate faster, maximize operational efficiency and realize measurable, sustainable business and societal value. As a consulting-led solutions company, we can help you leverage data as a strategic asset to drive competitive differentiation, customer loyalty and growth. To learn more, visit www.hitachiconsulting.com.