



Leading electrical goods retailer reduces 'Fault-to-Fix' time with 'E-Job Sheets' created with Momote's .Smart Technology

Challenge

Comet Group Plc employ a team of 490 field based engineers that repair products that have broken down either in the guarantee/warranty period and also for customers whose guarantee has expired. Comet also complete work for several insurance companies. They have 14 services centres based around the country.

The repair process was heavily paper based which caused two key problems for the Comet Operations team. After a visit by an engineer, the Comet Operations team had to wait until the paper job sheet had physically been returned to the service centre before they could discover the status of job and importantly what spare parts needed to be ordered if a follow-up visit was required.

Another issue was that the paper process made Comet's engineer resource pool inflexible as the majority of engineers were required to visit their local centre each morning to obtain their days job sheets, return paper work and collect/return parts. For 'Deep-Field' engineers, who are based over an hour away, the first hour of their working day was often spent sending, receiving and processing fax copies of the required job sheets and then travelling to their lock box to collect parts.

Solution

Having already invested heavily in deploying laptops to its engineers in 2007, Comet required a flexible, cross-platform service management software supplier to enable them to utilise their existing technology in the implementation of a

solution removing the need for a further investment in hardware.

With this in mind, Momote's .Smart Technology was selected. Momote created a web-based electronic job sheet (e-job sheet) that enables engineers to receive and capture job details electronically via a series of drop-down boxes and tabs including daily job routes, parts ordering and the booking of return visits in the customer's home.

Once completed the job details are sent instantly back to the centres via the mobile network. If connectivity is poor, E-job sheets will queue completed jobs and send them once connectivity returns.

Benefits

E-Jobs sheets has resulted in a marked improvement in customer satisfaction as 'Fault-to-Fix' time has been reduced.

Job information is now received instantly by the centres upon completion of a visit meaning the required parts can be ordered immediately, rather than a wait of up to four days (weekend) for paper job sheets to be processed, meaning the engineer is able to return to complete the 'fix' much sooner.

'Fault-to-Fix' times have also been improved by the increase in engineer productivity enabled by E-job sheets. Engineers no longer have to waste valuable repair time travelling to the centres to pick up/drop-off paper job sheets or spend time faxing job details, freeing up time for an extra customer visit per day.

"Momote's .Smart technology enabled us to achieve our commitment to delivering the best service possible to our customers every time, creating a sustainable competitive advantage for Comet."

Jane Ferris
Service Development Manager
Comet