

Case Study

Pan-India Service for One of the Largest TV Brands



THE PROBLEM

Slow repairs, unhappy customers.

In early 2024, customers of one of India's largest TV brands waited about a week just for the first visit and repairs dragged on for over two weeks.

16-17 Days
Average Repair Time - Before



THE SOLUTION

We partnered with the brand as its one national service partner, set up the entire service network and used our 1,050+ service centres to manage every call end-to-end.

- Quick Deployment
- Faster Repairs
- Complete Tracking

The Impact

REPAIR
TAT

60% ↓

CUSTOMER
NPS

50% ↑

REPAIR COST TO
COMPANY

30% ↓

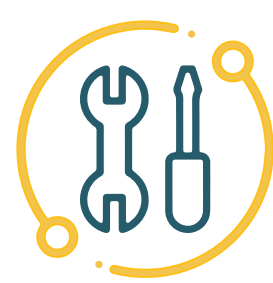
What We Do



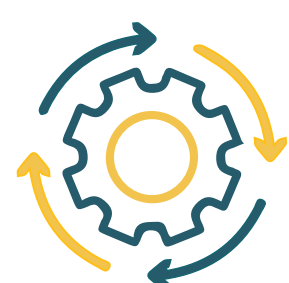
Installation



Repair



Maintenance



Spare Part

Our Scale



1500+
Field Engineers



3300+
Partner Service
Centres



1050+
Brand Authorised
Service Centres



32+ Lakh
Service Requests/
Year