

Case Study

Pan-India Service for a Leading Electronics Brand



THE PROBLEM
Low satisfaction, high TAT, no visibility.
A leading electronics brand was dealing with unhappy customers, slow turnaround and no way to track its service requests.

10 Days
Overall Pendency - Before



THE SOLUTION
We set up a pan-India service network, integrated with the brand's systems for complete visibility, and put a separate team on governance fully live within 3 months.
• **Pan-India Network** • **System Integration** • **Live in 3 Months**

The Impact

VISIT
TAT

40% ↑

FILL
RATE

30% ↑

REPEAT
REPAIRS

50% ↓

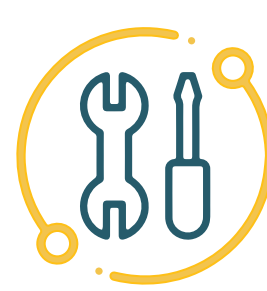
What We Do



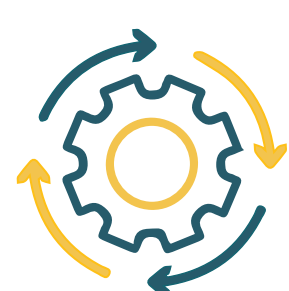
Installation



Repair



Maintenance



Spare Part

Our Scale



1500+
Field Engineers



3300+
Partner Service
Centres



1050+
Brand Authorised
Service Centres



32+ Lakh
Service Requests/
Year