

 CASE STUDY

Automation, Digital Transformation

## Improving Remote Services Hotline Efficiency

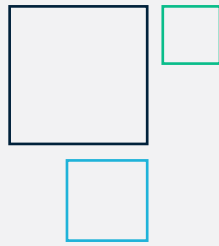
### Problem

The world's largest construction equipment manufacturer was interested in examining the path flow of their remote services tool, a support hotline for field personnel reporting Tier 1 problems with a machine or a component in operation. They also lacked a talent resource which could assess and leverage the holistic view of their remote services tool, for optimizing caller interaction making efficiency recommendations, and utilizing data-driven insights.

### Solution

Aditi was brought in to evaluate and document current support processes, develop an issue-tracking process, communication plan, and develop appropriate quality metrics for tracking. Aditi devised a strategic initiative and assigned a senior level SME, local to the client's headquarters for hands-on access to the necessary stakeholders, data, and artifacts. Aditi interviewed client stakeholders across functions to revise and identify possible efficiencies to the organization map, while building a process map and organizational structure diagrams.





## Result

Aditi significantly streamlined the support structure by reducing the interaction paths from six teams to three for Tier One support under Remote Services. Recognizing the potential for further optimization, Aditi recommended additional technology investment to potentially reduce interaction paths from three to two. Furthermore, the implementation of standardized processes across multiple projects ensured a consistent and efficient workflow. As a result of these strategic interventions, there were notable reductions in time, material, and labor, demonstrating Aditi's commitment to enhancing operational efficiency and resource utilization.



# Revolutionize Your Operations With Aditi

Revolutionize your critical support operations with Aditi's cutting-edge tech solutions. Our dedicated teams can streamline processes, reduce interaction paths, and standardize procedures to enhance efficiency across the board. Connect with us today and explore how Aditi leverages innovative technology, tailored strategies and hand-pick the right talent to take your projects to new heights.

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