



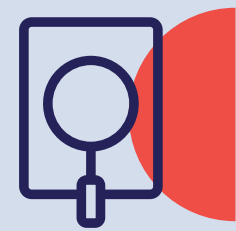
**zensar**

# Revolutionizing Customer Service for a Networking Giant With a First-time Fix Program

 Case Study

An  **RPG** Company





## Overview

First-time fix program to deliver better experiences

Our client is a multinational computer networking company that provides a wide range of products through thousands of retail locations and value-added resellers worldwide.

We helped the client implement the first-time fix program to increase the percentage of service requests and maintenance tasks resolved successfully in the first attempt for enhanced customer experience and reduced customer servicing costs.



## Challenges

Service request failures and increased costs

- Failures and delays in resolving service requests, impacting customer experience and satisfaction
- Increase in OpEx due to multiple part replacements for a single customer request
- 27 percent of the service requests had the same product shipped multiple times, leading to increased costs



## Solution

### First-time fix program

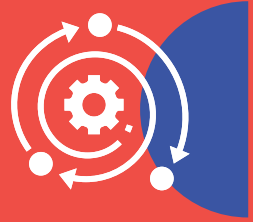
Performed extensive exploratory data analysis to extract descriptive insights from service requests

Built a machine learning model that could identify key contributors influencing failure rates

Converted the output into a simulator which the servicing team could use to **pro-actively identify the chances of failing** to fix in the first attempt and flag as at-risk service requests

**Implemented advanced sequence mining to identify patterns** of frequently recurring part replacement in failed service requests





# Impact

Reduced costs, improved visibility,  
and enhanced customer experience

On-time delivery	Decreased costs of delays
Better planning and improved visibility Reduced annual first-time fix failure rates by approximately 9,000 requests	
Achieved <b>73%</b> accuracy in predicting service request failure	Enabled a <b>3%</b> reduction in failure rate







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