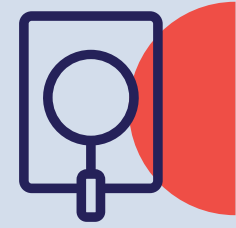


Revolutionizing Customer Service for a Networking Giant With a First-time Fix Program

 Case Study



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.

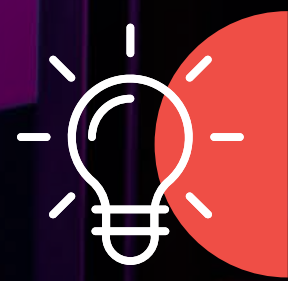
We helped the client implement the first-time fix program to increase the percentage of service requests and maintenance tasks resolved successfully in the first attempt for enhanced customer experience and reduced customer servicing costs.



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

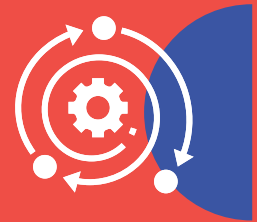
First-time fix program

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 **73%**
accuracy in
predicting service
request failure

Enabled a **3%**
reduction
in failure rate





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