

DIGITAL SUCCESS STORY

HÄFELE

POWERED BY



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Häfele is an international company providing hardware and fitting systems and electronic access control systems. Around the world, customers from the furniture industry, dealers, joiners and cabinet makers, as well as architects, planners and builders all rely on Häfele's expertise and performance.

PAIN AREA

Hafele India provides after sales support to all its customers who purchase any material which is under warranty. The customer logs a call on the toll free number and then a carpenter or the technician, as the case maybe, is assigned to attend the call.

The technician visits the site and visit report is filled up manually, scanned and then hand delivered to the customer care team. This takes minimum 24 hours or even more in some cases. There are images and videos also as part of visit report which are captured via digital cameras currently.

This results in some reports not coming on time, incomplete report and illegible handwriting. Technicians have to travel all the way to office every day to submit reports and download images and videos. We wanted to cutdown this time and put a solution in place for a real time update.

SOLUTION

- Provided android based tablets to all the technicians/carpenters.
- Developed a mobile app and integrated it with the Customer Care Management System. Any call logged in the call center is pushed to the respective technician who gets the customer details as an alert in the app. He then attends the call and fills up the call report in the app. He can click pictures and record videos too and attach to the report. The report then synchronizes with the central server in a real time.
- This app is integrated with image and video compression tool which helps in bandwidth consumption.

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HAFELE INDIA PVT LTD

- This is a native app which can work offline too and can capture GPS co-ordinates.
- Call status is updated back to the customer care portal automatically.
- Customer feedback – voice of customer and form based with digital signature is also embedded in the app.
- The project was started in April 2015 and went LIVE in July 2015.



CONCLUSION

Hafele India Pvt. Ltd. was able to reduce the Turn Around Time & eliminate paperwork that used to consume 24 hours or even more to process.

About AdStringO

AdStringO is an endpoint compression software company that helps enterprises in on-boarding customers with better organized data management. The technology helps you on board customers from rural areas with ease.

Now, you no longer require a full functioning branch at the rural area to service customers, a mobile equipped with AdStringO software can help you easily operate, scan documents and upload it directly to the headquarters. The benefit of the software is that, it can work even in low bandwidths such as 1G & 2G network.

BENEFITS

- Reduced the turn around time of responding to the customer as the calls are sent to technicians on field in a real time basis enabling them to attend calls from field.
- Field visit reports hit the central server instantly.
- Eliminated paperwork.

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