



## CLIENT NAME: DEPARTMENT OF DEFENSE/PARTNER WITH GUIDENT TECHNOLOGIES (NOW CRGT)

DoD is an executive branch department of the federal government of the United States, charged with coordinating and supervising all agencies and functions of the government concerned directly with national security and the United States Armed Forces. The Department is also the largest employer in the world, with 1.3 million active duty servicemen and women.

### CHALLENGES:

The challenge was to create a service management accelerator that spanned across custom application development, product implementation support & maintenance, product integration and customization to deliver global field service and mobility solution. It also needed to address the following areas: service initiation, service execution, service closure and service intelligence.

### SOLUTIONS:

Akvarr help to implement a multiple channel interaction between the customer and service centers. Also, we helped to enable real-time scheduling, appointment booking and dispatching. We delivered a mobility feature that included real-time status/location tracking of field engineers through. Akvarr's solution also enabled the DoD to increase service revenue through recommended repairs and quotes management. Lastly, we configured visual dashboards for tracking field productivity, call center efficiency, and customer feedback.

### RESULTS:

Akvarr helped the DoD to optimized scheduling & dispatching which led to an increase in service revenue. Also with our mobility workforce management, the DoD saw more users using less paperwork. Upon completion of the project, the DoD realized an increase in productivity by 13% through real-time status updates, as well as improved management visibility through data analytics by 21%.