



CUSTOMER SUCCESS: RETAIL

Major home improvement retailer values Compucom's unique, proactive field service approach.

Solution: Field Support Services

Challenge

This major home improvement retailer had been using a highly reactive service provider. When a ticket was submitted, it could take a week or two to see a tech, who often didn't have the part. As the client shared, "We were just another ticket in somebody's queue—with no sense of urgency." There were numerous stories of consumers walking out the door when service was not adequate.

Action

Our partnership with this company started in 2013. We bring a unique service model, with dedicated techs that have standard routes. This allows focus on proactive services within the store, each touched weekly for preventive maintenance. Dedicated technicians have 3 primary responsibilities:

- Break/Fix
- Preventative Maintenance
- Project Work

This model requires tight communications and cooperation. This has led to the client describing Compucom as a "strategic partner" in delivering services, allowing the stores to concentrate on sales instead of broken IT equipment. Current number of techs is over 200, with plans for significant expansion.

Results

Our program is scalable, allowing the retailer to have their own field IT department without the cost of full-time employees. This model can be scaled up or down as needed, allowing adjustments for peak seasons. Number of incidents has dropped dramatically, and downtime has improved. This approach will free up store personnel even more to focus on the shopper, and it will allow vendor consolidation. Quarterly surveys for store managers reflected 96.7% satisfaction.

