



FIELD SERVICE MANAGEMENT CASESTUDY

Ensuring timely resolution of maintenance issues to minimise operational down-time for a national food service provider with 900+ locations

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EXECUTIVE SUMMARY

CLIENT

Market leader in on-demand food delivery, quick commerce and cloud kitchen brands.

APPLICATIONS

- **A facilities maintenance mobile application** for kitchen operators and staff to report issues that could lead to downtime, and for technicians/service providers to be notified based on intelligent routing and tracking satisfactory resolution of the issues.
- **An analytics portal** for management to analyse trends on response times, types of breakdowns, regional and partner wise variations, and to enforce a issue resolution time of under 10 mins to minimise impact on revenue and customer satisfaction.



USERS

2000+

Kitchen staff across the nation

City wise technicians and partners authorised to repair/replace equipment

+ **Administrators** to manage access and master data

+ **Central/regional managers** to analyse data, handle exceptions and drive process change based on analytics.



TIME TO LAUNCH

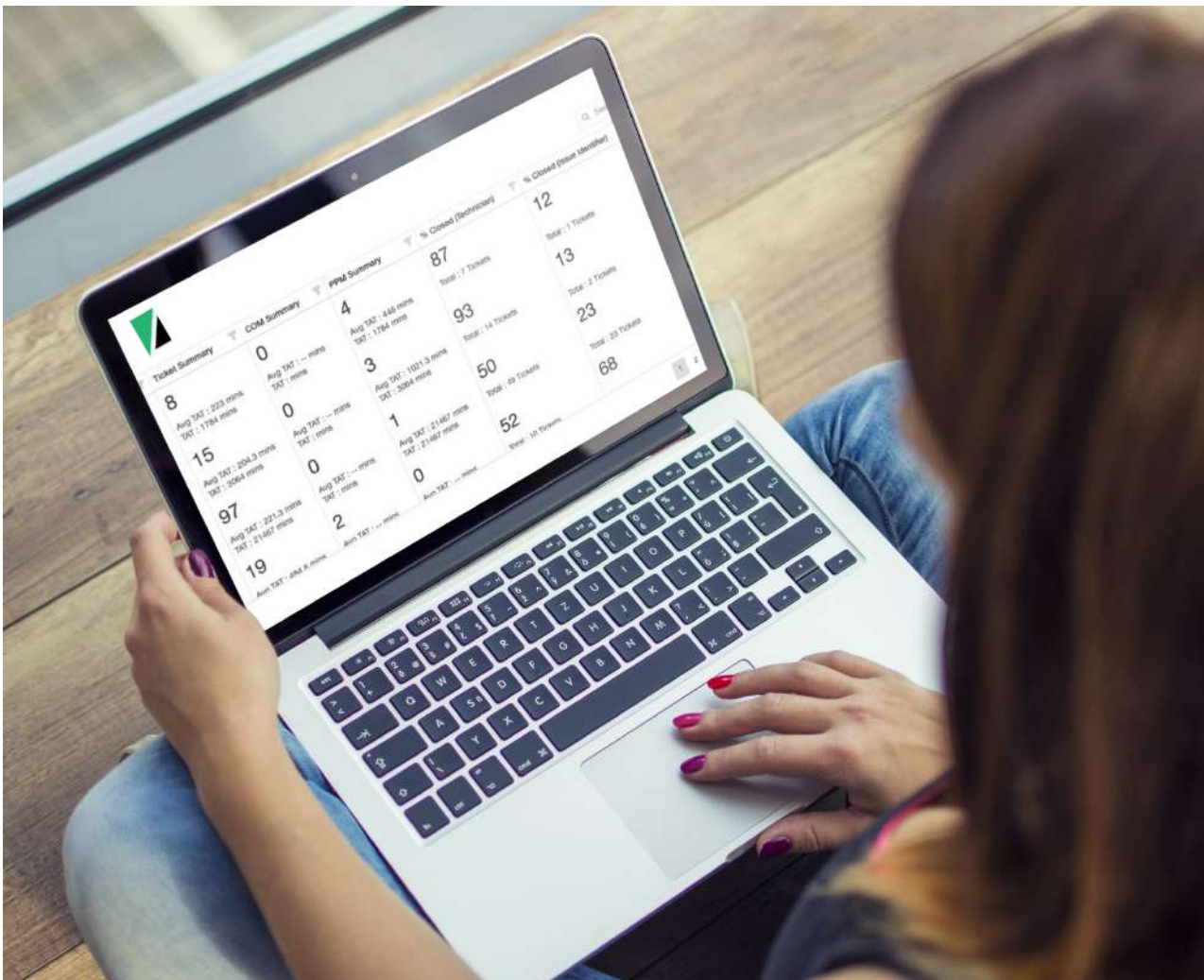


UNDER 3 WEEKS

From concept to launch. Mobile applications for field technicians and kitchen staff for issue reporting and resolution. Drill-down analytics and reporting via web dashboards for back-office operations.

VALUE DELIVERY

- + Enabled an average turn-around time for issue resolution to **under 10 mins** by ensuring intelligent rule based routing of tickets to closest available and qualified technician
- + Auto re-routing of requests based on un-availability, tracking successful resolution of issues via geo-fencing and documentary evidences.
- + Driving process improvements based on analytics around equipment health, failure rates, technician capabilities and staff training needs.



CHALLENGES



Speed is critical in the food delivery business. **Delayed orders account for 50% of calls to customer service** but 30% of customers are willing to pay more for fast delivery (Reference – Beambox). Cloud kitchens operate 18x7 and each kitchen uses more than 100 devices across the HVAC, Electrical, Electronic and Cookware categories. Space and staff optimization eliminates on-site spare parts inventories and self-service. **High quality standards impose work stoppages for a wide range of issues**, so equipment failures and delays in resolution directly lead to order cancellations and lost customers.



Cloud kitchens are an extremely fast-paced and demanding environment, **putting an high degree of strain on every equipment in use**. High availability of a variety of equipment and services is mandatory, every minute of downtime in the kitchen may impact a customer order and overall client satisfaction scores. **With space being constrained, equipment backups are not possible**, and with very specialised and optimal staffing, self-maintenance is not an option. With over 900 kitchens serving over a million orders a week, the operations teams need to optimise every service and maintenance need with minimal impact on operations.



Maintenance **requests range from simple tasks like replacing a light bulb to more complex needs** like servicing a problem with the HVAC unit. Given the high emphasis on safety, quality and hygiene, specialised technicians need to resolve different types of issues. **And a proper audit log needs to be maintained for every request and resolution.**

CHALLENGES



With kitchens spread out over multiple locations in a city, and 18x7 operations in most cases, **many technicians with different skills, base locations, and shift schedules need to be on the roster.** Routing a service request to the right technician based on location intelligence and other business rules would be paramount to getting issues resolved as soon as possible.



Many equipment have regular maintenance needs that can be scheduled in advanced. Others may be in need of maintenance based on predictive failure (a blower fan starting to make more noise is bound to fail soon). Some breakdowns happen due to incorrect usage. Others due to equipment end of life issues. And yet others due to inherent reliability concerns with the equipment.

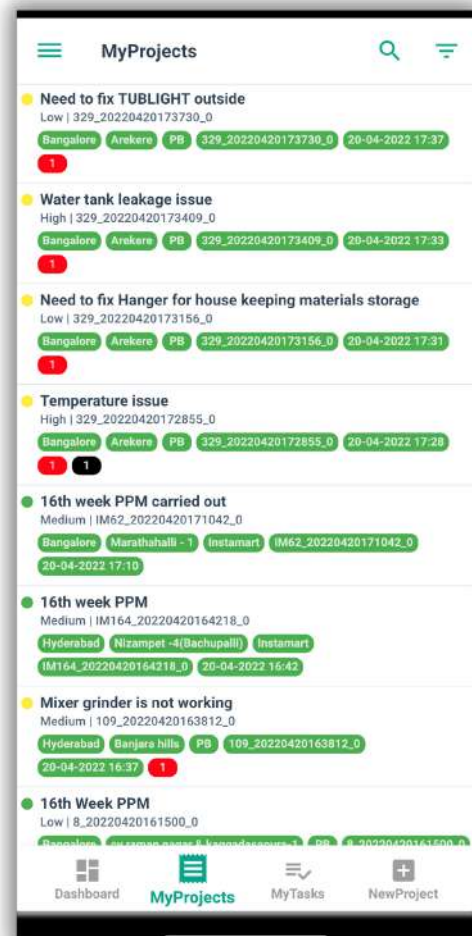


With an offline process (paper logs, phone calls or instant messages, excel sheets etc) to manage this complex and critical part of operations, many gaps exist. Resolution times were unpredictable, and routinely exceeded guidelines. Improper fixes led to repeat issues and reduced equipment life. **Lack of digitised data prevented using analytics to identify bottlenecks and process changes needed.** A real time, mobile based, intelligent field service management solution tailored to the specific environment was deemed essential to improve overall operational efficiency.

SOLUTIONS

1. A self-help mobile application for kitchen operators and field technicians, allowing for a real-time ticketing and unified communication channel.

- Report equipment issues as soon as identified, with relevant data to allow proper routing to the right technician
- An intelligent routing algorithm that leveraged technician skills, base locations and current roster to identify the closest available technician for the type of issue reported.
- A real-time notification and technician acknowledgement process, with re-assignment logic in case of unavailability or delays
- Prediction of the arrival times for the technician based on locational intelligence to plan kitchen downtime if necessary
- Request mechanism for specialised help from other resources or spare parts or backup equipment
- Documenting evidence of issue resolution with GPS/Photo/Video logs
- Approval mechanism for successful issue closure and technician rating
- Regular audits by kitchen staff identify imminent breakdowns and kitchen staff can set up appointments at convenient times.



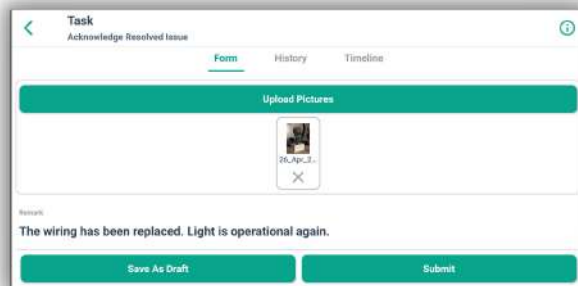
SOLUTIONS

2. A contextual dashboard solution for regional leaders and back-office

- Real-time view into the status of different categories of issues, with drill down by country/region/distributor etc.
- Monitoring efficiency of technical support teams, and quality parameters based on issues reported and resolutions
- Identifying bottle-necks in operations - reasons for delayed resolutions, delayed replacements, frequency of different types of issues indicative of training needs or changing equipment brands etc.
- Monitoring a turn-around-time (TAT) metric and driving towards a goal of under 10mins

3. A web-portal for back-office and field technical teams for tracking tasks and communications

- Staff on-boarding and rostering
- Mapping technician skills, base locations
- Efficiency tracking at individual, team and city levels



| Month | Period | Region | Promoter | NPR % |
|--------|-------------|--------|----------|-------|
| Mar-22 | 2nd 15 Days | North | 50 | 99.7 |
| Mar-22 | 1st 15 Days | North | 59 | 99.7 |
| Mar-22 | 2nd 15 Days | West | 54 | 99 |
| Mar-22 | 2nd 15 Days | South | 106 | 98.5 |
| Mar-22 | 2nd 15 Days | East | 0 | — |
| Mar-22 | 1st 15 Days | South | 107 | 98.5 |
| Mar-22 | 1st 15 Days | West | 56 | 99.4 |
| | | | 0 | — |
| | | | 29 | 99.9 |
| | | | 43 | 97.5 |
| | | | 84 | 98.8 |

| Severity | Issue Details | Issue Resolved By | Assigned | Technician Acknowledgement | Acknowledged |
|----------|--------------------------------|---------------------|-------------------|----------------------------|-------------------|
| Medium | The temperature keeps dropping | Test Day Technician | 25-03-22 07:03 AM | — | 25-03-22 07:13 AM |
| Medium | CCTV video shows no signal | Test Day Technician | 15-03-22 07:47 AM | Accept | 15-03-22 07:47 AM |
| Medium | Main water tap is leaking | Test Day Technician | 15-03-22 07:39 AM | Accept | 15-03-22 07:39 AM |

IMPACT

- **The solution helped achieve the goal of average issue TAT of under 10 mins, saving significant number of hours of potential kitchen down-time and loss of orders and poor customer feedback.**
- **Detailed audit logs helped to identify gaps in process and employee training**
- **Drill-down analytics helped identify gaps in employee rostering, equipment quality and regional variations in performance**
- **Enabled real-time visibility into maintenance spend**



“We were pleasantly surprised when our team started using Zvolv just 2 weeks after we chose Zvolv. Zvolv’s speed in incorporating changes based on user feedback was even more impressive. Our kitchen staff required very little training to fully adopt Zvolv’s intuitive mobile app and the analytics are already driving better decisions. Zvolv’s impact on our operations makes its own case for more apps on the Zvolv platform and I recommend Zvolv to anyone looking for digital transformation.

~ Director Operations”



INTELLIGENT PROCESS AUTOMATION, DELIVERED

ABOUT US:

Zvolv is a no-code process automation platform that leverages intelligent automation to tackle the last mile digital transformation challenges that your existing ERP, BPM or RPA tools cannot. With Zvolv, process champions can now innovate, automate and evolve applications 10x faster than legacy IBPMS suites or custom development, with no dependence on back-logged IT teams. Zvolv lets you integrate human like decision making capabilities and orchestrate processes across your people, data and systems, with automation that delivers in days and evolves in hours.

Intelligence, Amplified

Tackle last-mile intelligent automation challenges that existing ERP, BPM, or RPA tools cannot.

Evolution, Accelerated

Innovate 10x faster than with legacy IBPMS suites with no developer or IT dependency.

Decisions, Automated

Integrate human-like decision-making automation, orchestrate processes across systems.

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