

IFS Partner Case Study

IFS Enterprise Service Management™ helps Auto Windscreens increase efficiency and customer satisfaction with a single enterprise software platform



For multiple industry award winner Auto Windscreens, a leading UK-based automotive glass company, customer satisfaction is more than just a value-add—it's the very foundation for business success. The company's goal is to provide a level of service that ensures that every single customer is entirely satisfied. IFS Enterprise Service Management™ is helping achieve this goal.

Double winner at the British Insurance Awards in 2014—the Customer Care and Service Supplier of the Year awards—Auto Windscreens sets its sights on being the best in its business so that the disruption and inconvenience to customers' lives resulting from repairs and replacements are kept to a minimum.

IFS Enterprise Service Management stood out

In 2010, Auto Windscreens identified a need to review its operational software solutions. The system in place at the time was not offering the support that was required, so the company looked at what was available on the market seeking a possible alternative. Auto Windscreens sought a single enterprise applications platform that could be easily implemented into their contact center. “Not only did we want to better schedule our technicians, but we also wanted to put the same application into the hands of our technicians,” says Adrian Egley, Applications Support Team Leader for Auto Windscreens. “We wanted to be the first company in our sector to have technicians with a mobile device in their hands. That would make a difference to our business and customers.”

About Auto Windscreens

Auto Windscreens is a leading automotive glass company in the United Kingdom specializing in windscreen repair and replacement. Auto Windscreens is headquartered in Chesterfield, Derbyshire, and works predominantly with insurers, brokers and fleet management customers. It is one of the largest windscreen replacement operations in the UK, with a mobile fleet of trained technicians and a 24/7 Chesterfield-based customer service contact center. Auto Windscreens is owned by Trifords Ltd.



Egley thinks that IFS Enterprise Service Management really stands out. “It is the one application that enables us to service the customer from end-to-end, whether that be call-taking, stock revision, warehousing or dispatching work to technicians,” he says. “It is the one application where we can bring all those components together and deliver excellent service to the customer. It gives us the ability to control and implement processes to be able to take Auto Windscreens forward.”

Within IFS Enterprise Service Management, Auto Windscreens uses IFS Field Service Management for the efficient management of customer service, parts within the supply chain, and invoicing; and IFS Mobile Workforce Management for the optimal scheduling of technicians to customer locations to make the windscreen repairs and replacements.

Quick uptake, immediate benefits

Uptake among the staff at the busy contact center has been fast and very positive. Implementing the new solution, with a dedicated call flow for each agent, is a “real game changer”, Egley enthuses. “It gives our agents the ability to control the call with the customer, get the right level of detail and, in the end, to be able to schedule an appointment that our customers are happy with. It means that it’s now much easier to schedule technicians to get to the right place at the right time.”

Moreover, since implementing IFS Enterprise Service Management™, invoicing has become almost real-time. Our technicians have handheld devices, which means they are connected to the main system and can complete tasks at the roadside rather than waiting to get back to the office. “One of the key benefits for Auto Windscreens is that invoicing, which was taking two to three days, is now actually being done within the hour. Our insurance and fleet customers get much more immediate information,” says Egley. “The technicians are really positive as well about this change because they are ‘flying through their work’, as Egley puts it, and completing jobs in a much more timely manner.

Another key impact of implementing IFS’s mobile solution is that service calls to the IT service desk have reduced by 75% month on month, and uptime for the application has been around 99% for the past 12 months.

“We’re definitely a more agile organization,” says Egley. “We no longer hold any stock within our Service Supply points. We are servicing the customers when they need the stock and we get it delivered on time. Our customer satisfaction results are actually showing this as well.”

Flexible application enables business agility

One of the major advantages of implementing IFS Enterprise Service Management is that it really gives Auto Windscreens

Benefits

- Swifter invoicing—now taking minutes instead of days
- Reliable enterprise software—99% uptime
- Calls to Service Desk reduced by 75% thanks to mobile access to application
- Easier access to business intelligence data
- Faster, more accurate scheduling
- Greater customer satisfaction
- User-friendly application that enable faster employee uptake



ample control to be able to modify the application, to change screen layouts, drive system processes and deliver a quick turnaround of changes to its customers, which its business users really appreciate.

IFS Enterprise Service Management has enabled Auto Windscreens to be more dynamic with the changes it delivers back to the business as well. Egley explains, “A great example is our Sales Director, who wanted some changes made—process building—and we turned that around in three days, from testing and building to delivery into a production environment. In his previous role, he said something similar, using another system, took him three months to get implemented.”

Over the last five years of using IFS Enterprise Service Management, business intelligence has really come into play too. “It’s a really user-friendly system and my team can easily extract data and then present it back to the business in a meaningful way to be able to drive efficiencies, drive processes and understand when to make changes.”

It was the one application that would enable us to service the customer from end-to-end, whether calltaking, stock revision, warehousing or dispatching work to technicians.

Adrian Egley, Applications Support Team Leader, Auto Windscreens

IFS—part of Auto Windscreens’ future plans

Auto Windscreens is a very forward-thinking company and believes that IFS Enterprise Service Management will continue to enable it to grow and implement its visions over the next five years. “To underpin the strategic decisions made five years ago, it was key that we got the right software in place,” Egley says. “With IFS Field Service Management, IFS Mobile Workforce Management and the mobile applications provided by IFS, we know we’ve made the right decision.”

Egley is also pleased with the way IFS has collaborated with Auto Windscreens, taking the time to understand its business needs. “When we want to change something in the system, IFS respond quickly and take time to really understand what we want to achieve, we then work closely together to make improvements and move our business forward,” he says. “Today we’re receiving great customer feedback on review websites and through our social media channels, and we finished in the Times Top 100 best companies to work for. So we’ve got great customer satisfaction and great employee satisfaction as well.”



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Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

