

Netser leverages IFS Field Service Management™ to deliver on aggressive service level agreements across nearly 30 countries



Operating throughout the Caribbean and Latin America, Netser's largest business challenge is handling a high volume of services in different countries, with different languages and cultures and coordinating service with the same high standards to uphold international service level agreements (SLA).

Located in South Florida, Netser is a leader in IT services, providing services in 28 countries to ensure business continuity of its customers by offering a unique front contact and coverage throughout Latin America and the Caribbean. "We have 400 field engineers and we are present in all continental Latin American countries, from Mexico to Argentina, including all islands in the Caribbean. To successfully coordinate and manage all engineers we must tackle different time zones, languages, economies, geographies and cultures, and IFS allows us to do just that," said Francisco Herrera, CEO of Netser Group USA.

Netser leverages IFS Field Service Management™ (IFS FSM) to deliver a broad portfolio of services to its customers.

The incredible value proposition

Netser provides service to two lines of customers: corporate manufacturers and end-users of those manufactured products. Netser delivers on-site service as well as remote help to its customers. It also handles manufacturing organizations' warranty claims in Latin America.

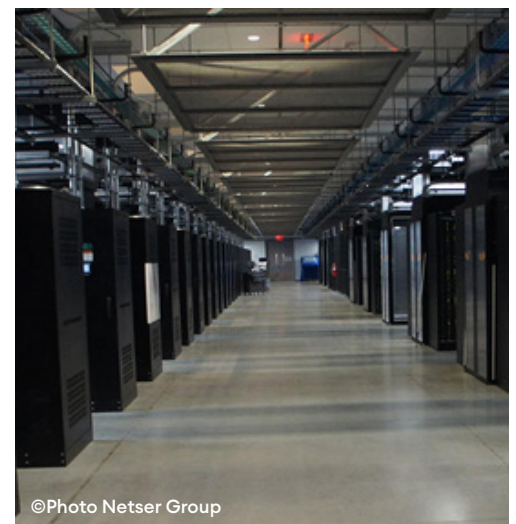
"The idea behind our value proposition for our customers is presenting Latin America and the Caribbean as one country," said Herrera. For instance, let's say a multinational corporation has 10 locations in Latin America. Imagine this company having to deal with 10 different providers in different countries to achieve the same standards. "With Netser, you only deal with one single point of contact for all countries; since IT is our core competency, we will fulfill the service agreement," continued Herrera.

But how does Netser achieve such high standards? Its 18 years in the business has provided the Netser team the necessary experience for a smooth operation. Netser also invests in tools such as IFS FSM to maximize operational efficiency, increase revenue, reduce costs and improve customer satisfaction.

About Netser Group

Netser is headquartered in Florida, USA and has the ability to provide services in 28 countries in Latin America and the Caribbean through a strong network of authorized channels and owned service offices. This provides a wide coverage that can bring enormous benefits to clients with projects in multiple countries. The fact of offering a unique contact front for the entire region ensures easy handling of projects and reduces operating costs.

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Benefits of IFS Field Service Management

Netser leverages sophisticated integrations that put data to work for the business. "A manufacturing customer of ours might receive a warranty call into their call center. The customer opens a ticket in their own system and that ticket automatically opens in IFS FSM, so my local resources receive service tickets in seconds," said Herrera.

This type of integration is of great value and a big time-saver for Netser, enabling its service engineers access to service requests quickly and increasing productivity. This efficiency is key to reducing operational costs and improving the experience for engineers and customers.

Netser also uses IFS FSM for reverse logistics and depot repair. "We return parts sent to China and the United States, but mostly we repair locally, either on the customer premises or at one of our five Netser Labs," said Herrera. IFS FSM gives Netser end-to-end visibility of supply chain and tracks loaner and exchange items through the entire workflow from return material authorizations (RMA), to routing, receiving, repairing, packaging, shipping and billing.

Netser has had many customer success stories since implementing IFS FSM. "It once took one of our customers an average of 50 days to close an event prior to working with us. Now, with our help and running FSM, we have decreased that SLA to just three days," said Herrera. As technology evolves, Netser looks to continue making this kind of impressive impact on companies across Latin America and the Caribbean.

What's next

Today Netser sees value in gathering detailed information for better analysis and in the future, it looks to leverage predictive analytics and IoT to better determine when and where resources are needed for service.

"Right now, we are working on a project for a device to report via IoT whether a piece of equipment is going to fail. We expect to use IFS FSM for this so we can take more proactive measurements to provide better service for our customers," said Herrera. The current and future developments of IFS FSM and IoT technology will deliver exciting results for customers like Netser and many more.

Netser is considered a leader in IT services, recognized for its quality of work, processes and successful geographical and technological coverage. The company's use of tools such as IFS FSM will enable them to continue to grow and succeed in the service industry.

Benefits

- Integrate IFS Field Service Management with other solutions
- Deliver more affordable service than competitors
- Provide field services in 28 countries
- Depot Repairs
- Reverse logistics
- Configured solution handling several languages

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Francisco Herrera,
CEO at Netser Group USA

Find out more

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

