



## Case Study: Oil & Gas

# Optimized field service operations improve productivity and boost customer satisfaction

Restructured approach to field engineer deployment and customer service enables energy giant to deploy more than 400,000 devices at homes while reducing costs and increasing productivity during phase one of mandated assignment.

Our client, a leading energy supplier, faced a regulatory mandate to deploy more than 4.5 million physical smart meters throughout multiple service regions. The company quickly realized its existing field engineer deployment logistics and contact center were struggling under this burden.

Its field service engineers relied on an unstable and unresponsive application that made coordination difficult between the contact center and the engineers. In turn, customers often received inaccurate updates about when to expect an engineer. Appointments were missed, adding more

### At a Glance

A major energy supplier chose Cognizant to improve field services management efficiency for more than 13,000 field service engineers and streamline communications and support for customers. The client gained visibility into more than 400,000 smart meters during phase one of the project, enabling it to predict issues, troubleshoot and avoid dispatching field engineers. The solution has saved 100 hours per engineer per year while helping the client maintain customer satisfaction.

complexity to engineers' schedules. Further, the client could not remotely monitor the new meters to verify if they worked properly after installation or to anticipate service calls.

Customers faced a confusing interactive voice response system with multiple touchpoints and handoffs. They often called the contact center multiple times, yet resolution rates were low, leading to a poor experience. Duplicate calls and reports led to inefficiencies in deploying field engineers, increasing costs. The client turned to Cognizant for a solution that would reduce costs and complaints and improve efficiency.

### **Energizing a better experience**

Taking a phased approach, Cognizant first focused on improving efficiency for more than 400,000 smart energy meters. Cognizant's approach required understanding the journey of field engineers and customers, then segmenting these and creating unique experiences for each group. Drawing on the expertise of our own internal utility center of excellence, we created new IVR scripts and self-service options specific to each segment. Engineers now reach a customized script that guides them through a streamlined process, augmented with level 1 tech support. Service desk turnaround time for engineer inquiries has been reduced from 24 hours to 8 minutes. Further, the redesigned processes have improved the first-time fix rate by 10%.

A tailored IVR script helps customers navigate their service options more efficiently. Automated processes lead to better coordination across the value chain, leading to a better experience.

### **Outcomes**

- More than \$1 million in cost savings.
- Turnaround time reduced from 24 hours to 8 minutes for service desk support for internal and field engineers.
- 10% improvement in first time fix.
- Enabled remote monitoring of more than 400,000 smart energy meters during phase one of the project.

We helped reduce the number of required field engineer deployments by enabling remote monitoring and issue resolution for the smart meters with a 24/7 operations center. The remote monitoring also channelizes meter information, effectively optimizing engineer deployment.

### **At present**

The remote monitoring capabilities enable the client to anticipate issues with deployed meters. Further, these also ensure meters can be remotely updated periodically without dispatching an engineer. Customer satisfaction scores have remained at 95% or higher as the client has rolled out the new meters.

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## About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at [www.cognizant.com](http://www.cognizant.com) or follow us @Cognizant.

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