

# ENHANCING CUSTOMER EXPERIENCE FOR A LEADING HOME WARRANTY SERVICE PROVIDER

Case Study | **Field Service Accelerator**

## AUTOMATION OF THE WORK ORDER PROCESS BY INTEGRATION WITH RESOURCE PLANNING

Mastech InfoTrellis recently helped an industry-leading automation solutions provider in North America create an exceptional customer experience that was delivered through a lifecycle-oriented services platform to expand after-sales support for its global customer base.

### THE BUSINESS CHALLENGE

The client provides premium new home warranty protection to more than two million homes in Ontario, Canada. They serve new home buyers and homeowners by ensuring that one of their life's most significant investments is protected. Almost every new home in the province is covered by a new home warranty. Homeowners who had an extended warranty with the company could file a claim with the company regarding issues with their house. However, the company was facing critical service-related challenges such as

- Disconnect between the process to file a claim and the one to assign personnel to investigate the claim
- Investigators lack of adequate information about the claim
- Too much time is taken to assign the investigation after claim submission

### THE SOLUTION

Mastech InfoTrellis' solution integrated the best of Oracle's Field Service Cloud with Oracle Peoplesoft, the custom web portal, and Outlook and created a unified service platform. Claim adjusters were dispatched through Oracle Field Service Cloud to assess the damage or the seriousness of the claim. Adjusters used Oracle Field Service Cloud mobile to track their time and job completion. All the information captured by the Claims Adjuster in Oracle Field Service Cloud was then sent back to Peoplesoft with recommendations on how to move forward with the claim. Issues and claim submissions came through Peoplesoft customer service, as well as a custom web portal.

### THE OUTCOME AND RESULT

- Improved tracking of time spent on investigations with Field Service mobility brought in significant reforms for field service operations and reduced operational costs
- Recommendations on claim processing were tightly integrated with Peoplesoft, improving customer service efficiency
- Claims Adjusters were assigned to investigations immediately upon submitting a claim, post-implementation, reducing waiting time for customers.