



**allvotec**  
together we can



## ***Switch Services***

### **Delivering the improbable**

How can you safely streamline the service delivery processes, maintain customer satisfaction, and remain cost effective? Partners that have signed up to utilise our Switch Services have already found the answer.

By utilising a service that provides a simple, fast and efficient process for deploying new equipment or swapping out faulty hardware products, our partners have discovered they can recognise over 30% cost reductions whilst still maintaining their high customer satisfaction levels.

The secret is to allow Allvotec to assess your delivery methodology and look to migrate to a streamlined solution. Once implemented, we manage the entire service delivery process, provide real-time activity reporting, support it with Technicians from our Service Centre, and add access to Project Management resource for those larger project rollouts.



## Assessment

We review your service delivery data, with fault and resolution codes, to help identify key areas for improvement. Looking at each SKU, time on task, call volume, average call per engineer, and any on-site scripted processes, it helps us identify calls that could be migrated to a cost per call model.



## Process Management

Our dedicated Customer Service team handles between 1,500 – 2,000 calls every day and are responsible for managing all activities from Customers and our Technician's. This includes specific customer processes, timed reports, return checks & various sanity checks, along with the required call processing activities required to ensure each call is performed within the contracted time period. At the end of each day, they document any outstanding actions/activity to be picked up as priority the following morning.

Our Service Delivery Management team ensure client expectations are met or exceeded, whilst focussing on maintaining a high service level and constantly looking at process improvements.



## Device Replacement

We will dispatch a Technician to the customers site to deliver the replacement device(s) by the end of the next working day. Depending on what service option is required, we can also test and configure the new device(s) before removing the faulty device(s) and returning to the nearest return centre for onward delivery to the customers chosen repair facility or manufacturer. And for improved efficiency, we can also offer in-house repair functions that can save both logistics and repair costs.

## *Additional Services:* **Device Deployment**



For the more complex projects, we will assign a Project Management resource that is responsible for planning, tracking and delivering the overall project. This includes managing the dependencies of the customer's business cycle and the interaction between workstreams and schedules.

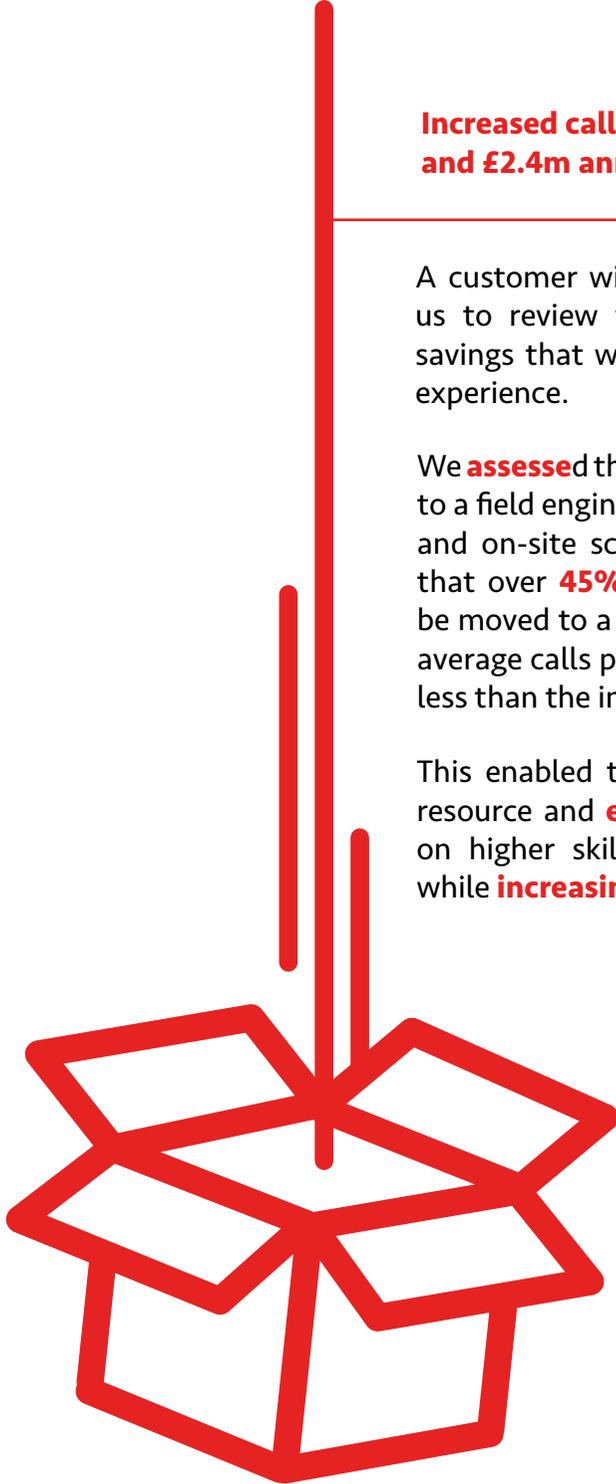
Once the project plan is completed, we dispatch a Technician to install the device(s) at the required customers location to arrive at the scheduled date & time. Once installed, we will perform a basic device overview for the customer. If required, we can also de-install an existing device before removing and returning the device(s) to the nearest return centre.

## Increased call volume, reduced resource and £2.4m annual savings

A customer with **120 field-based engineers** approached us to review their services and identify potential cost savings that wouldn't degrade service levels or customer experience.

We **assesse**d the required skill level across all calls allocated to a field engineer and by reviewing each SKU, time on task and on-site scripted processes we were able to identify that over **45%** of the calls performed in the field could be moved to a cost per call model. We then looked at the average calls per day per engineer and discovered this was less than the industry average.

This enabled the customer to **reduce** their engineering resource and **enable** their remaining engineers to **focus** on higher skilled more lucrative field-based activities, while **increasing** their average calls per day.



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We at Allvotec are proud to be supporting many essential businesses across the UK and Ireland. Contact our team to discuss and customise every aspect of delivering transformative solutions for you and your organisation.

Download our full portfolio [here](#).

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