GlobalStep

Passion for your Success

Cloud-based field-service management platform

End-to-end automation, lowers costs, higher customer engagement

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Our client is a big-box retailer providing home storage solutions, based in Ontario, Canada

They have disrupted the outdated method of large-item purchasing by creating a streamlined online process, which puts the customer's needs first, making it faster and easier for homeowners to improve their space with high-quality organizational products.

The client sought our help to build from the ground up a software platform to automate the entire installation process for the solutions purchased by their customers.

For more case studies, visit:
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CHALLENGES

- Manual tracking of installation orders

- Constant co-ordination with installers and customers and having to manually keep both updated

- Tracking of installation costs, invoice approvals and

- No readymade solution/platform that fits their unique needs

- No 24×7xavailability of installation management due to dependency on installation coordinators

- No online access for customers to track the status of the installation

- No centralized way to track customer feedback

SOLUTION

- **Greenfield development of a field service management platform** customized to the clinet's requirements

- **Cloud-based platform for any time, anywhere ability, scalability and performance**

- **React-driven web application** working seamlessly across PCs, mobiles and laptops

- **End-to-end automation of the entire installation process,** including invoicing and customer feedback

- **GlobalStep provides full-spectrum services for development, cloud hosting and support**

- **Integration with the client's enterprise applications** such as **SAP, Salesforce and Shopify**

RESULTS

30%
Reduction in installation turnaround time

24×7
Real-time tracking of installations by customers and the client

20%
Reduction in incorrect or incomplete installations

100%
Tracking of customer feedback and rating of installers and invoices

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