

Planning the unplanned to achieve
desired customer satisfaction in
manufacturing sector

A JindalX Case Study



Manufacturing industry experiences 30% challenges which are unique and completely related to their specific products which must be solved by a competent partner. . .

Business

We initiated the operations for the largest elevator manufacturer in America to manage the customer service for their operations and quickly moved to manage their technician support and Annual Maintenance Contract (AMC) renewals:

Challenges

Addressed:

The major challenges faced in providing seamless customer journey are:

- Criticality of business & ensuring 100% on time response
- Effective and efficient support to the field technicians
- Managing critical seasonal emergencies during rains and storms
- Effective follow-ups and closures of the AMCs for increased revenue



Essential post-sales services can lead to an extra addition of 15-20% to the revenue through parts and AMC offerings



“ Seasonal variations and unplanned events can reach up to 400% from business to business and requires expert handling. ”



Our Solution

Business Criticality Management: JindalX understands and ensures that the customer experience journey is completely mapped to the business challenges faced by our clients. We ensured zero call abandons and 100% answered or call backs to manage optimum experience.

Business Collaboration & Support: We are highly experienced in working with multiple departments of our clients to create an eco-system which efficiently resolves customer issues and facilitates complete closure of grievances and complaints.

Product & Industry Specific Challenges: Our flexible model of operations enables us to quickly develop solutions for real-time and unforeseen challenges that surface from time-to-time.

Cost→Revenue→Profit: We may start as a cost centre to provide great customer experience however gradually move to become revenue centre by effective upselling and cross selling. Our focus remains to use contact centre as a sales channel and become a profit centre for our clients.

About JindalX

JindalX is a leader in helping businesses drive their Customer Xperience by ensuring that we look at the processes in completely different ways. Our transformation levers are more focused towards making interactions faster, easier and effective. We at JindalX are equipped with the latest technologies in the business process management space ranging from Digital Tools, Software Development to cutting edge BI-led analytics. Our strongest pillar is the culture of innovation and Xcellence which is driven through our values and vision.

To talk more about your organization's needs, please contact:

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