Automotive | Global

An automotive OEM and roadside assistance provider cut field response times by 55%

An automotive manufacturer that also runs roadside assistance moved service requests, dispatch and technician updates into one system, so the nearest qualified technician gets each job and customers know where it stands.



55%
faster response times for factory support and roadside assistance

30%
increase in technician efficiency

25%
increase in customer satisfaction scores

AT A GLANCE

INDUSTRY
Automotive OEM and roadside assistance

SIZE
Large enterprise

COVERAGE
National

PREVIOUSLY
Manual scheduling and dispatch

FEATURES USED
Work | Connected | Insight

01 The client

The client is an automotive original equipment manufacturer that also provides roadside assistance to drivers across the country.

Its field technicians serve two kinds of work: support for manufacturing operations and breakdowns on the road. Both depend on getting the right person to the right place quickly, and on keeping the customer informed while they wait.

02 The challenge

Scheduling, dispatching and communication were handled by hand. Jobs waited while dispatchers searched for an available technician, appointments were missed and customers were left without updates.

- Coordinating field technicians across two kinds of service was complex.
- Manual scheduling and dispatch delayed response.
- Appointments were missed and customers were dissatisfied.
- Technicians lost time traveling between poorly sequenced jobs.
- Customers had no clear view of arrival time or job status.

03 What they set up in Asset Infinity

The client ran its field service in Asset Infinity's Work feature, with GPS trackers on service vehicles and technicians working from the mobile app.

Work

One queue for every request

Factory support calls and roadside breakdowns arrive as requests in one queue, each with a priority and an SLA timer.

Work

Dispatch by skill and location

Dispatchers assign each job to a technician with the right skills, close to the site, and the technician is notified on the mobile app.

Connected

GPS trackers on service vehicles

Each service vehicle reports its location, so dispatchers can see who is nearest and how far a job is from the next one.

Insight

Response time on the dashboard

Dashboards show open jobs, response times and technician workload, so dispatchers spend their time on the complex cases.

04 How it works day to day

Here is how a service call is handled now, from first report to closed job.

CALL CENTER

Logs the request

A breakdown or factory support call is logged as a request with its location, type and priority. The SLA timer starts.

DISPATCHER

Finds the right technician

The dispatcher sees which technicians have the right skills and, from GPS trackers, which service vehicle is closest.

SYSTEM

Notifies the technician

The work order goes to the technician's mobile app with the location and job details.

TECHNICIAN

Updates the job

The technician updates status on arrival and as work progresses, so the office can tell the customer exactly where things stand.

SYSTEM

Watches the clock

If a job waits too long, reminders and escalation go to the dispatcher before the SLA is missed.

TECHNICIAN

Closes the work order

Notes, parts and photos are added and the job is closed from the mobile app.

SERVICE MANAGER

Reviews performance

Dashboards show response times, SLA performance and workload by technician and region.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Scheduling and dispatch	Manual, with delays	Assigned by skill and location in one queue
Response time	Slow, with missed appointments	55% faster
Technician travel	Long trips between jobs	Nearest vehicle visible to the dispatcher
Customer updates	Little or none	Status updated by the technician as work progresses
Dispatcher time	Spent on routine assignment	Focused on complex cases
Performance data	Not measured	Response times and SLAs on the dashboard

06 How it rolled out

1

Workflows assessed. The client and the Asset Infinity team mapped field service for factory support and roadside assistance.

2

Configured for both services. Request types, priorities, technician skills and SLAs were set up for each kind of work.

3

Technicians on mobile. Field technicians moved to the mobile app, and GPS trackers were fitted to service vehicles.

07 The results

20% less manual dispatching effort, freeing dispatchers for complex cases

15% increase in overall operational efficiency

- Less travel time between service requests.
- Customers get clearer updates on arrival and service status.

08 Why it worked

One queue for two services

Factory support and roadside assistance share technicians, so putting both in one queue made the whole workload visible.

Location at a glance

GPS trackers on service vehicles let dispatchers choose the closest qualified technician instead of guessing.

Measured from the first call

SLA timers start when the request is logged, so slow responses are caught while there is still time to act.

09 Looking ahead

With requests, dispatch and vehicle locations in one system, the client gets the right technician to each breakdown or factory call much faster, and keeps customers informed while they wait.

Response times and workloads are now measured for every job, which gives the service team the data to keep improving coverage across the country.

See it on your own assets

A 30-minute demo, set up for a field service or roadside assistance team.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial