



# ASJC Improves Tech Utilization & Customer Satisfaction with ServiceMax & Jitterbit

## Customer Quick Facts

**INDUSTRY:**

Mechanical Engineering

**SIZE:**

1000 - 2000 employees

**HEADQUARTERS:**

Jeddah, Saudi Arabia

**WEBSITE:**

<http://www.york.com.sa/>

## Results

- Around 10% improvement in Utilization
- Around 5% improvement in Mean Time to Complete
- Around 5% improvement in Resolution Time



Al Salem Johnson Controls (ASJC) is a leading ESCO certified provider of integrated solutions, building management systems, HVAC equipment, Industrial Refrigeration, and safety & fire systems that increase the energy efficiency and safety of buildings in the Kingdom of Saudi Arabia, Egypt, Lebanon, and Yemen. In 2018, ASJC implemented ServiceMax, marking the organization's first endeavor into using a dedicated field service management solution.

ASJC turned to ServiceMax's powerful installed base, work order management, and reporting capabilities to improve technician utilization, resolution time, mean time to repair, and ultimately provide a better for experience for both customers and the field service team.

Before ServiceMax, ASJC relied on paper-based processes and lacked the necessary tools to dynamically plan schedules, measure KPIs, and view installed base data that would allow them to optimize technician utilization and efficiency.

## ASJC Goes Live with Critical Integrations Powered by Jitterbit

During the implementation of ServiceMax, it was critical for the ASJC project management team to find a way to quickly and easily integrate ServiceMax with their ERP system, Epicor iScala, and their call center application in SharePoint.

This integration would allow work orders to be created from customer records stored in SharePoint and then sent to ServiceMax. Once the work was completed, reported hours in ServiceMax would then be sent to the ERP.

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Hakim Shrief, *ServiceMax Project Manager*

To power the integration, ServiceMax recommended Jitterbit Harmony, a full-featured cloud integration platform that connects data, apps, and devices with low or no code. Using Jitterbit, ASJC was able to efficiently implement the integrations and improve field technician adoption by minimizing the amount of data the new system required them to provide.

### **Customers Take Note as Technicians Become More Efficient & Reliable**

After initial hesitation about learning a new system, technicians found that using ServiceMax actually made their jobs easier. ServiceMax removed much of the manual and paper-based processes that took up precious time, and helped dispatchers more effectively manage schedules.

As the field service team became more efficient with powerful tools for planning, scheduling, tracking KPIs, and finding information about installed products, ASJC customers took note of the improved reach out times and immediate electronic service reports.

“After implementing ServiceMax, several customers reached out to us to express their satisfaction with how the service team’s efficiency and communication had improved,” said Hakim Shrief, ServiceMax Project Manager at ASJC.

### **KPIs Improve as Managers Make Data-Driven Decisions**

Using ServiceMax dashboards, Service Managers are now able to track technician response times to the customer, travel times to the job site, and the time it takes to complete jobs. They also track how many work orders are

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pending and how many hours a technician would need to complete them to help them plan more effectively.

ASJC can now use dashboards for capacity planning where they can see the available number of hours technicians have left before going into overtime and the amount of time needed for open work orders. By tracking utilization in ServiceMax, the team is able to respond quickly to cover staffing gaps and improve utilization.

“ServiceMax is now the default service application for service managers, planners, lead technicians, and assistant technicians. Our top management counts on our ServiceMax dashboards to improve the utilization, productivity, and efficiency of field service staff,” said Hakim Shrief, ServiceMax Project Manager at ASJC. Now, two years after implementing ServiceMax with the help of Jitterbit, Al Salem Johnson Controls has seen improvements across their top service metrics. Their mean time to complete is down by 5% across the team, they’ve achieved a 5% improvements in resolution time, and tracked a 10% overall improvements in technician utilization.

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### **About ServiceMax**

ServiceMax is the global leader in asset-centric field service management, offering cloud-based software that improves the productivity of complex, equipment centric service execution. Enterprise companies across the globe have turned to ServiceMax to help them keep the world running. For more information, visit [www.servicemax.com](http://www.servicemax.com).

### **About Jitterbit**

Jitterbit helps businesses make faster, more effective decisions by enabling them to unify and exploit data from all sources. Using the Jitterbit API integration platform companies can rapidly connect SaaS, on-premises and cloud applications and instantly infuse artificial intelligence into any business process. Our intuitive API creation technology enables companies to reuse business-critical applications and data to bring new offerings to market in days, not months. Best of all, our team of industry experts work side by side with you to accelerate innovation beyond anything you previously thought possible. For more information, visit <https://www.jitterbit.com/>