

Schneider Electric is leading the digital transformation of Energy Management and Automation in Homes, Buildings, Data Centers, Infrastructure and Industries.



With global presence across more than 100 countries, Schneider is the indisputable leader in Power Management – Medium Voltage, Low Voltage and Secure Power, and in Automation Systems.

They provide integrated efficiency solutions, combining energy, automation and software. They are committed to Innovation, Diversity and Sustainability to ensure that Life Is On everywhere, for everyone and at every moment.

"ServiceMax is our backbone to fully digitalize our Field Service capabilities. The business transformation would not have happened if we did not have ServiceMax to enable it."

Jean-Pierre Samilo, Vice President of Digital Field Services



Challenge

After a large number of acquisitions in the last few years, **Schneider Electric has merged more than 27 brands. They want to deliver one, unified customer experience** so their client will always receive the same excellent service.



Solution

They chose ServiceMax for its breadth of functionalities, because it fully and completely covers the end-to-end service delivery execution processes.

IMPACT

Response time improved by 100%

Greater collaboration between service and sales

70% less paper-based process

Boosted NPS Score

8% increase in closed opportunities

Increased tech productivity and insight

