TECHNICAL TRAINING

Challenge

How do you get the most out of your field service team?

With one of the largest field service teams in Europe our customer was looking to drive further efficiencies into its service delivery. Performance reporting highlighted the under-utilisation of the internal engineering team and an increasing trend on the reliance of third party maintenance contractors. It became apparent that resolving these issues would result in significant cost savings.

Solution

Working closely with our Business Development team our customer created technical skills matrices across the complete field engineering workforce. These matrices incorporated all of the supported OEMs and platforms and were used to cross reference in-house skills against the installed bases. The findings highlighted the skills gaps and potential service delivery pitfalls and provided a structure on which to build an in depth technical capability. From the data Agilitas developed a range of bespoke hardware support training courses to not only counter the current gap in technical skills but that extended learning into new but related Enterprise hardware. This methodology ensured maximum equipment exposure with minimum disruption to field operations.

Outcome

Phase 1 of the training project is now nearing completion. Running over a 12 month period in excess of 100 engineers have attended multi-vendor, multi-platform hardware support and familiarisation training. Operating with a field service team with a combination of new and extended product experience our customer has already recorded an increase in engineer utilisation of 1.3 calls per day. This has had a huge effect on operational efficiencies and reduced sub contract expenditure by over £900k in the last twelve months.
These are not the only benefits realised by our customer. The updated skillset of the engineering team has helped our customer confidently bid for and secure over £3m of net new product support business.