

FIELD SERVICE ROI SHOWCASE

Sears, Roebuck and Co.



Wireless Matrix Case Study

Sears, Roebuck and Co.
Chicago, IL

Sears is a leading retailer of apparel, home and automotive products and services, with annual revenues of more than \$41 billion.

Business Process Improved

Over the past decade, Sears Home Services has continually worked to improve productivity and enhance workforce automation, while maintaining a knowledge-driven employee base. The continual evolution of field solutions through new technologies has allowed Sears to provide the highest level of customer service and to improve productivity.

Sears made communicating between

its enterprise host system and its 12,000 field service technicians a priority in order to increase productivity. To help it accomplish this goal, a Sears team of Home Services operations management, IT and telecom personnel worked with Wireless Matrix and Itronix to find a solution.

The Solution

The solution had to be as transparent as possible, requiring little field training, and offer the technicians support tools to enhance and improve customer service.

Sears completed an in-field proof of concept that combined Wireless Matrix's MBS modem and Wide Area Wireless communications platform, Itronix's Go-Book computer and support services and integrated an in-vehicle mapping appli-

cation. Sears has begun deployment of the solution, expecting a return on investment within two years.

The Benefits

The results have been impressive:

- Repairs are performed with the right resources and tools to ensure repairs are completed successfully on the first attempt.
- Routing Centers have real-time information on availability of service technicians.
- In-vehicle mapping provides technicians with the best routes to the next service call, decreasing drive time and increasing productivity.
- Wirelessly linked to the Sears Mainframe database, in-field parts

inquiries and order entries for required service parts are communicated real time, and schematic displays ensure accurate parts ordering, while reducing return trips and improved parts management.

**WIRELESS
MATRIX**

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