

Semantic Technologies from ontoprise

Service resolution management with SemanticGuide

Service matters

A recent study in the industrial goods sector estimated that 65% of the clients change their suppliers because they are dissatisfied with the service provided. To be competitive, manufacturers have to continuously improve the quality of their service. Moreover service organizations have to struggle with rising costs as well as increased customer expectations.

Distributed knowledge impedes know-how transfer

High quality service can only be delivered when the know-how of hotline staff and service technicians work hand in hand. The required problem solving competence is often distributed among several experts, related to a specific domain or dependent on geographical availability.

As a result, service technicians often spend an unnecessary amount of time to resolve already known problems. As a consequence downtime, time-to-fix, and overall costs increase.

Make expertise available ...

... at the right place, at the right time, in the right language, and independent from single persons. Using an intelligent advisor system allows you to distribute your experts' problem-solving skills to all your employees.



The service resolution management solution of ontoprise combined with its integrated methodologies enables your organization to capture complex knowledge about maintenance and diagnosis of your products in one central knowledge base. This makes the knowledge available to all your field service employees, partners and customers independent of persons, time, location, and language.

This directly results in decreased costs. Imagine the benefits if your technicians, regardless of their expertise, could be scheduled flexible for different functional tasks. On the other hand think about the effect on the quality of your service if some of your experts leave unexpectedly.

Benefits

The SemanticGuide for service resolution management makes your organization prepared to face the future challenges. Equipped with the right know-how, whether on the hotline end or the on-site service end, all your employees can target and resolve the errors faster and easier. So you have your expertise at the right place, the right time, in the right language and person independent.

By using our SemanticGuide you have the following advantages:

- Shorten the overall process time through semi-automatic diagnosis
- Reduce diagnosis time through precise integration of your experts' know-how
- Reduction of second-time visits through a high first-time fix rate
- Continuous system optimization by field service feedback and statistical analysis of failure patterns and causes
- Improved customer satisfaction through increased first-time fix rates, faster diagnosis, and a higher perceived competence
- Long-term securing of experience and knowledge of the experts

These advantages results in an ...

- reduction of costs and
- improved customer satisfaction

Features

- Seamless integration to existing systems such as ticket systems, databases, files servers, CRM systems, etc.
- Integrated knowledge base, continuously improved by the users.
- Intelligent diagnosis function to help the user to find the right solution fast.
- Mobile solution to distribute knowledge to all places in the world

Early detection and diagnosis

The integration of existing telemetry data with a rule-monitored warning system allows the early and proactive detection of problems.

The knowledge base is not only a valuable pool of existing know-how, it is furthermore able to back inquire the user with a question-answer dialogue to help diagnosing the problem. Our multi-patented system allows the rapid discovery of appropriate solutions with a very minimal but logical effort.

Last but not least, the embedded analysis tool helps to analyze problems and their causes in order to draw valuable conclusions for the development department. Thereby system improvements can be planned precisely, which reduces the occurrence of problems from the very first.

It'll be our pleasure to demonstrate the potential benefits of our solution for your enterprise.



Service Resolution Management

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