



Safelite AutoGlass: Seamless service for 4 million customers a year

- Real-time information exchange was impossible in paper-based environment
- Customer-centric app upped efficiency and customer satisfaction
- Paper savings alone total \$250,000 per year

The business issue

With more than 40,000 daily contact center calls and many thousands of service technicians in the field, Safelite's paper-based field service environment just couldn't keep up with changing schedules and customer needs. It had to connect both ends of the company information lifeline in real time.

The ideal solution would be a mobile app to automate all work-related processes – from first customer contact to physical routing and tracking of vehicles, to updating customers on status and arrival times, to follow up with satisfaction surveys.

The solution

Pega's solution for Safelite is a mobile field service application built with Pega Field Service™. In keeping with Safelite's commitment to customer-driven solutions, company technicians and customers played an important role in determining the application's features.

The Safelite Mobile Resource Manager (MRM) currently runs on smartphones and automates critical processes, including clock in and out, tracking progress, sending work orders, processing credit cards, printing receipts, and capturing customer signatures.

No more "black holes" for customers – they can access the status of their request anytime, see a picture of the technician assigned to their service call, and get updates via SMS.

The results

With Pega, changes are circulated on the fly, keeping Safelite's call center representatives, customers, and field technicians updated and engaged.

- **Higher customer satisfaction: Safelite's Net Promoter Score increased by 19%**
- **Fewer rescheduled customer calls**
- **Lower fuel and vehicle costs due to better routing through the app**

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Annually we do more than 4 million auto glass repair or replacement jobs... We turned to Pega for a solution that really allowed us to focus in on the customer-facing aspects of our application.

Matt Weger,
VP Application Development,
Safelite AutoGlass