

Digital Transformation enhances resource optimization for Matrix Safety & Security (MSS)



MSS was seeking ways to optimize their human resources in technical support division by boosting staff motivation. Moreover, they want to gather real customer feedback on services to gauge technician efficiency.

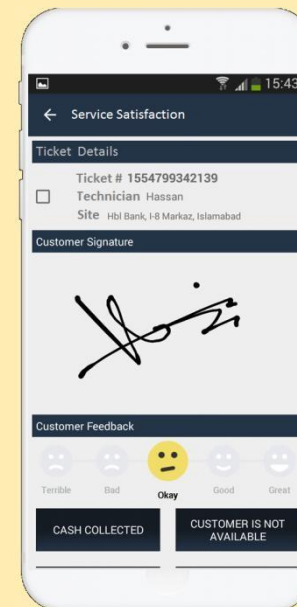
Initially, Workmatec proposed support desk skill to MSS. Later on, additional custom built skills were developed for assigning complaints or tickets automatically to technicians, taking into account workload and proximity of the technician from particular customer site.

Transparent performance indicators were introduced at MSS to gauge the output of the resource, which was further linked with incentive program to boost the morale of top performing technicians. Key performance indicators include turnaround time (how fast issue is diagnosed and resolved), punctuality (reaching customer site and office on time) and customer feedback (customer satisfaction score in 5 star levels).

To make authentic customer feedback, signature control along with 5 star score card was developed in app. This helps in making customer feedback integral part of the process and forced technician to handle customer with care, because customer feedback means tangible gain or loss for them.

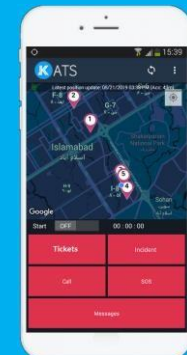
- ✓ **Geofencing:** Restricts ticket entry within the virtual boundaries of the particular customer site.
- ✓ **Proof of Delivery:** Customer signature becomes proof of service provision.
- ✓ **Offline:** App works in offline mode where internet is not available.
- ✓ **Multimedia Messaging:** Multimedia Messaging allowed technicians to exchange information with back office expert for troubleshooting purposes.
- ✓ **Cloud Date-Time Stamp:** Whenever duty is submitted to cloud and if there is a mismatch in Date/time between App and Cloud then user is advised to change the settings.

In conclusion, real power begins only after collecting data for about one year when very useful predictions can be made by different tools available, which make decision making easy and effective.



Matrix Safety & Security

MSS was established in 1999. Company offering diverse security services from Technical Security Systems to Guarding services. Significant penetration in industrial sector with integrated security solution provisions.



Company Size: SME

Location: Srilanka

Software: KATS, Maintenance