

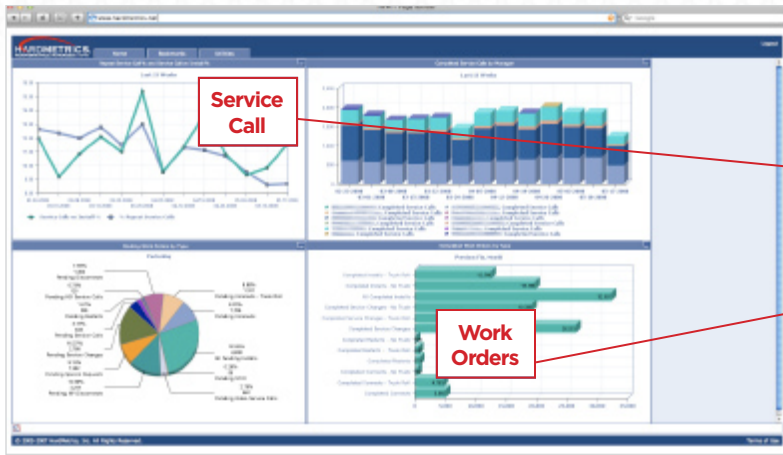
Technical Operations Scorecard

Improve customer satisfaction and reduce operations costs



Created in weeks using HardMetrics software, to:

- provide self-service access to data from Kronos and other systems
- allow for drill down into work orders, problem and hub IDs
- standardize objective indexing of technician performance

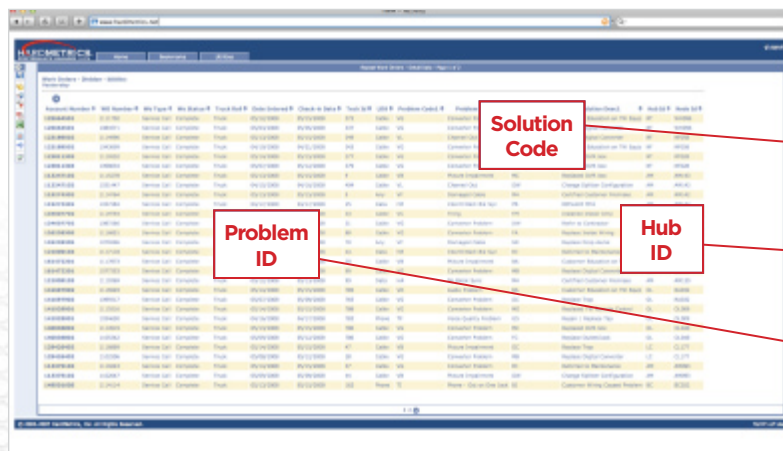
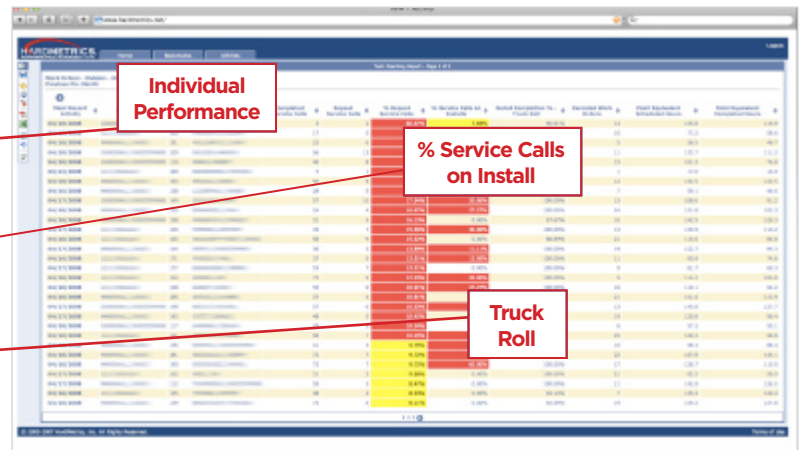


Optimize Cost and Service Quality *The Business Executive's Dashboard*

- Manage service quality with key metrics like Repeat Service Call % and Service Call on Install %
- Monitor costs and customer service by work order types

Improve Technician Performance *The Manager's Coaching Report*

- Compare tech performance with objective measures such as repeat service calls
- Drill into work order detail to actively coach for better service delivery
- Combine dispatch and call center data to minimize costly truck rolls via phone resolution



Gauge Impact at Ticket Level *The Manager's Operations Report*

- Actively manage operations with easy access to problem and solution type details
- Link service calls with hub roll-out schedule to gauge impact of equipment updates
- Analyze root cause and get a head-start on potential service issues by Hub or Node

What hard metrics would drive your Technical Operations to peak performance?
For a live demo or free consultation, email metrics-expert@hardmetrics.com