Early Warning System

to Enhance Customer Satisfaction

Client

Fortune 500 Technology Hardware Company

The Problem

In the hardware services space, preventive maintenance is 40-45% cheaper than 'after the event' corrections, but in order to prevent, one needs to precisely predict service requests (SRs) that can turn critical.

The Before State

Account Managers through manual inspection flag critical SRs which lead to errors and person dependent situation.

The After State

Early Warning System (EWS) with over 95% accuracy in predicting critical SRs **saved the client $20 million per quarter.**

The LatentView Solution

Utilized text analytics techniques to extract behavioral data which was combined with structured data like service logs to generate predictions on each SR turning critical.

About LatentView Analytics

LatentView Analytics is a leading global data and analytics service provider helping companies turn data into actionable insights to gain competitive advantage. As a trusted analytics partner to the world's most recognized brands, LatentView solutions provide a 360-degree view of the digital consumer, fuel machine learning capabilities and support artificial intelligence initiatives. LatentView's success is driven by a commitment to deliver unrivalled analytics solutions that enable Fortune 500 companies in the retail, CPG, BFSI, high tech, healthcare and other sectors to predict new revenue streams, anticipate product trends, improve customer retention, optimize investment decisions and turn unstructured data into a valuable business asset. LatentView has offices in Princeton, N.J., San Jose, Calif., London, Singapore and Chennai, India with more than 600 employees globally.

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