

Solar Industry

SOLECT ENERGY

A CASE STUDY BY JOLT CONSULTING GROUP



SOLECT ENERGY | FIELD SERVICE LIGHTNING IMPLEMENTATION



A full-service solar photovoltaic company delivering smart solar solutions to help businesses and organizations reduce energy costs including development, installation and on-going support. Solect Energy's mission is to turn the challenge of energy into an opportunity for businesses. Solect helps organizations reduce costs and optimize their solar investment through smart, customized energy strategies and solutions that meet the highest standards for quality, safety, and efficiency. Solect takes a practical, systematic approach to deliver solar design and installation, system optimization and maintenance services, and the most advanced energy storage technologies.

Business Challenges

- Very little visibility into the day-to-day activities of the business due to a segmented IT system
- Work Order creation and scheduling was a very manual, labor intensive, error-prone process that involved multiple "hands in the pot"
- Customer service satisfaction levels were low due to lack of visibility into mobile activities and real time status; communication around on-site visits and post-visit paperwork/information not properly being shared
- Customized Sales Cloud setup could not support growing service organization

Our Solution

- Recommended service "to be" business processes based upon best practices
- Implementation of Field Service Lightning (Salesforce)
- Restructured service data and workflow from custom objects → standard objects enabling scalability
- Creation of operational metrics and reporting

Our Results

- Harmonious service experience for customers and increased service quality and profit for Solect
- Project condensed to 8 weeks to realize the fastest return on investment
- Provided Solect with a single, end-to-end solution to allow full visibility into the daily activities and scheduling for the customers, field techs and back office support team
 - Field technicians are now able to capture the time and materials used in the field to complete work orders and generate service reports for the customer outlining the work performed
 - allow the best technician resources to be scheduled and provide visibility into technician's schedule within the FSL solution as well as mobile access via an iPad
- Insight into critical business metrics driving process improvements
- Solect has retained JCG for a 4th engagement