

# UNITED IMAGING

A CASE STUDY BY JOLT CONSULTING GROUP

“ It has been a joy working with Jolt. I was particularly impressed by the ability of the team to strike a balance between business acumen and technical expertise. The team did a great job efficiently implementing technical solutions that remained aligned with our business goals.  
~ Max Heppermann, Director of Service PMO, UIH

**jolt** CONSULTING  
GROUP

# UNITED IMAGING | SALESFORCE.COM: SERVICE CLOUD & FIELD SERVICE LIGHTNING



United Imaging Healthcare (UIH) is an international leader in advanced medical imaging and radiotherapy equipment, with more than 3,000 hospitals worldwide using UIH products. In 2018, UIH entered the U.S. market establishing a headquarters and a manufacturing facility in Houston, TX. Although an established company internationally, the UIH U.S. organization had a startup attitude and planned to build a new service and support strategy within the U.S. in 2019.

## Business Challenges

- Limited customer visibility across the organization, especially among the global offices
- Needed to improve field service capabilities; there was no efficient way to schedule and empower technicians in the field with the limited visibility into their day-to-day activities
- Technical Support lacked a tool that could help satisfy customer needs and requests

## Our Solution

- Implement Salesforce: Service Cloud & FSL as a platform that allows full visibility across all platforms helping to:
  - Provide more insight into customer cases and requests across the UIH organization (globally), especially with the Technical Support Team
  - Provide technicians with a mobile service application for them to share real-time information, allowing for complete visibility into scheduling, whereabouts, status updates and assignments
- Provide UIH with best practices (both inside/outside the manufacturing industry) to drive strategic change and differentiate UIH in the U.S. marketplace

## Our Results

- 25% increase in customer satisfaction when calling in for service requests (derived from volunteer CSAT responses)
- Full adoption of platform by global team allowing for proactive preparedness for significant (anticipated) growth in 2019
- 100% visibility into service resource capacity, work order status and location
- 100% increase in Technical Support Case Management – UIH now has the capability to log all calls, trigger work orders and follow-ups and create tasks to satisfy their current customer base