



Case Study:

BUNN-O-Matic Arms On-Site Engineers with Off-line Interactive Technical Data

When beverage equipment company BUNN realized they needed to provide their field service engineers with direct access to information in order to increase field service efficiency, and strengthen their reputation of exceptional post-product support via BUNNserve, they turned to AnswersAnywhere to deliver a custom, mobile product knowledge base.

BUNN's Challenge

At the forefront of dispensed beverage equipment manufacturing since 1957, BUNN is a global leader for reliable commercial beverage equipment and post-purchase lifecycle product management, embracing technology to meet the evolving needs of foodservice providers worldwide. In addition to their own equipment, BUNN also provides post-product support in the US for a large, overseas dispensed beverage equipment manufacturer.

To stay ahead of the competition and continue their growth trajectory, BUNN wanted to elevate the level of support they provided to their customers. They began looking at transforming and mobilizing their technical data to do so.

Previously, field service engineers and call

center representatives were accessing technical and product information in the form of PDFs stored on shared drives, which meant that they had to search through thousands of pages of documentation to find the information they needed. This came with the challenge of speed, and in the case of call centers, translation of technical information over the telephone.

Tim Spencer, BUNN's Senior VP and GM for Service Operations, realized that providing on-site engineers with better access to product knowledge would save valuable time at the customers premises:

“Field service is focused on efficiency and accuracy. Making BUNN's servicing knowledge available on the mobile devices carried by our engineers drives efficiency and accuracy.”

To schedule a free demo:



www.AnswersAnywhere.com



AnswersAnywhere Checked All the Boxes

Spencer realized that mobilizing thousands of pages of documentation, part lists and schematic drawings would be a momentous and costly task to undertake in-house, so he decided to turn to AnswersAnywhere. As a Knowledge-as-a-Service, the solution includes the people, process and technology that field service organizations need to create and deliver a fully interactive, mobile knowledge solution to their technicians:

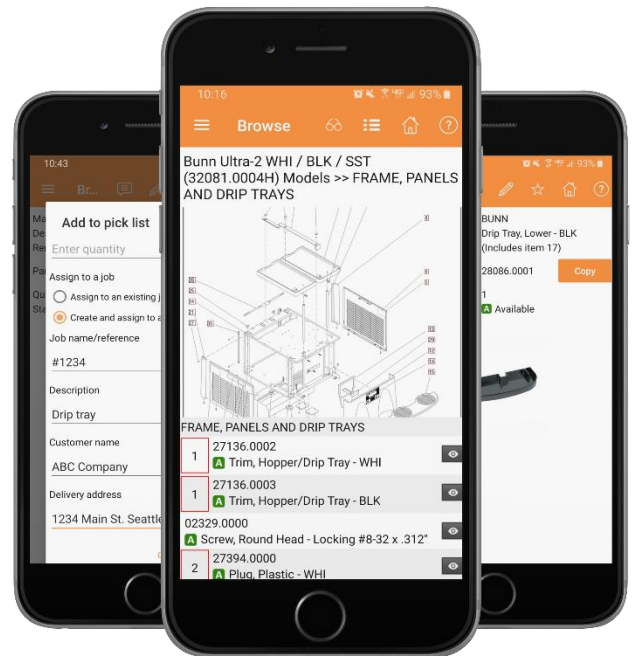
“We reevaluated how we were developing and delivering critical information to our technicians who are the foundation of our service reputation. Our primary mission is building and servicing equipment that transforms water into enjoyable beverages for consumers. Rather than diverting the attention of our employees from their primary mission, we decided to outsource the creation of a mobile knowledge base to the AnswersAnywhere experts.”

Speed to Knowledge

The AnswersAnywhere team published the first version of BUNN's knowledge base in just 90 days. To launch the project, AnswersAnywhere experts worked with BUNN's staff to identify, source, organize and transform legacy content into a mobilized custom AnswersAnywhere solution.

The initial mobile knowledge base was deployed, containing parts and service information for the products identified as high priority. A process of continuous optimization has expanded the knowledge base to include nearly 800 unique products. To accommodate new products and frequent changes, the AnswersAnywhere team delivers weekly updates to parts lists and service documents in the knowledge base:

“I sleep better at night knowing that BUNN's field service techs have immediate access to the most up-to-date product and parts knowledge. If AnswersAnywhere allows our field service techs to save just 15 minutes per day tracking down servicing information, that adds up to over 40,000 hours saved per year.”



To schedule a free demo:



www.AnswersAnywhere.com



BUNN's knowledge base contains approximately 790 product models, including 2650 pages of servicing, installation and programming documents (converted to XML), 130 parts lists, 1800 exploded views with interactive 'hotspots', 1100 part pages, as well as a library of instructional "How-To" videos. All this valuable information is now available in one application, works online or offline, and defines a 'single source of the truth' when it comes to all of BUNN's technical information.



All the Information in One Place

A critical component of AnswersAnywhere is the parts catalogs feature, called SmartParts. Originally, BUNN's parts lists and exploded diagrams resided in different formats in separate departments within the company.

With SmartParts parts catalogs, both components of data are accessible from a single source, so that field service engineers

can view parts lists and exploded diagrams side by side. Selecting parts has never been easier or more accurate. In addition, hyperlinks allow engineers to immediately identify parts from the diagrams, which in turn are simultaneously identified in the accompanying parts list. To date, BUNN's service technicians have accessed AnswersAnywhere over 10,900 times, testimony that the solution is invaluable.

AnswersAnywhere's licensing console gives BUNN complete control over issuing and withdrawing access licenses. By segmenting access to data, BUNN also has control over who sees what information and for how long. An expiry date on sensitive data ensures that third party contractors do not keep information on their devices for longer than necessary to complete a job.

Of the deployment, Spencer says:

"The team at AnswersAnywhere took responsibility for most of the project, working with us to establish the technical knowledge needs of our call center staff and field service engineers. Once the mobile knowledge solution was deployed, AnswersAnywhere was responsible for maintaining and updating the data with our approval. Now, we can be certain our field engineers have access to the most relevant, up-to-date and accurate information available at all times."

To schedule a free demo:



www.AnswersAnywhere.com



Incorporating Big Data to Drive Efficiency

Always looking ahead and searching for ways to improve service delivery, BUNN has recently implemented AnswersAnywhere's data analytics feature, Data Insights.

Data Insights allows BUNN to easily access product knowledge and user data and gain a better view of service calls. Service managers can view events by product, manufacturer, model, part, and document, as well as trace a team or individual users' knowledge base journey while working on a piece of equipment.

Having this information helps BUNN identify behaviors that contribute to the achievement of Key Performance Indicators (KPIs) like first time fix rates and mean time to repair, as well as pinpoint areas for additional training among their engineers.

Additionally, BUNN is finding Data Insights is particularly useful in understanding how 3rd party workers are utilizing the knowledge base. By seeing what information the 3rd party technicians are accessing, BUNN is able to identify gaps in the knowledge base that need to be improved, as well as providing an extra level of security for the organization.

BUNN's Single Source of Truth

The benefits of AnswersAnywhere have been felt throughout BUNN's entire service operation. Since deploying their custom knowledge solution, BUNN has seen an

increase in first-time fix rates and customer satisfaction, as well as a decrease in incorrect parts orders and time on site.

With results like that, it is clear that BUNN's field service engineers have found the AnswersAnywhere knowledge base to be a highly valuable asset when in the field. In fact, a new field service engineer recently sent an email to his manager that said, "I truly appreciate the updated information. This program (AnswersAnywhere) has helped me out tremendously in just the few short days being out in the field."

To schedule a free demo:



www.AnswersAnywhere.com





About BUNN®

Since 1957, Bunn-O-Matic Corporation (BUNN®) has been at the forefront of dispensed beverage equipment manufacturers. Grown through five generations of family entrepreneurship, BUNN has become a global partner you can count on for reliable beverage equipment and outstanding post-purchase support wherever customers are served. The BUNN core values of honesty, integrity, and courtesy have created a global network of loyal commercial and home customers who are served by the company's brand promise, A Partner You Can Count On™. - See more at:

<http://www.bunn.com/company/about-us>



About AnswersAnywhere

AnswersAnywhere is a Knowledge-as-a-Service that is a part of the Infomill group of companies. Infomill has a pedigree of successful aftermarket information projects with multi-national companies in HVAC, aerospace, mass transit, materials handling and other knowledge-critical sectors.

Over 50,000 technical support representatives and field service technicians access a knowledge base on the AnswersAnywhere platform every month to quickly and accurately install, service, identify parts and repair equipment. With offices in the US and UK, the AnswersAnywhere team has been creating innovative technical, interactive knowledge solutions for field service since 1996. In addition to BUNN, companies using the AnswersAnywhere platform include Baxi, Centrica and Homeserve. See more at: www.answersanywhere.com

To schedule a free demo:



www.AnswersAnywhere.com

