

## Case study

# Handicare uses Microsoft to offer optimal customer experiences



## The company



Initially developed by three wheelchair users who met in a Norwegian rehab center in the 1980s, Handicare has become one of the world's largest providers of resources for the disabled and elderly. With nearly 1,000 employees, Handicare manufactures stairlifts, bathroom safety products, and patient handling devices that are sold all over the world. Handicare also provides car adaptations and medical consumables. Product installations represent a large portion of Handicare's field service operations, and annual maintenance appointments ensure reliable operation of the stairlifts.

## The challenges



1. Competitive pressure to reduce quote-to-delivery time on new installations.
2. The management of service level agreements (SLAs) and billing cycles across different countries with varying regulatory environments.
3. Revenue leakage due to poor analysis of contract commitments.
4. Limited business growth and capacity planning due to lack of real-time updates.

## The solution



Handicare aims to "make everyday life easier" and set out in search of a Field Service Management tool that could help improve the customer experience. Because Handicare is a global operation, it was important to find a flexible solution that could support its nuanced, multilingual operations around the globe. Microsoft Dynamics 365 for Field Service was chosen because Handicare felt it was best for its global business that includes a variety of regulations, standards, and customer expectations within each country. Thanks to the cooperation of Microsoft and its local partners, Field Service was implemented in The Netherlands and UK locations in less than six months.

## The results

1. Quote-to-delivery time was reduced significantly. Implementing Field Service also improved measurements of customer satisfaction, market insight, win rate, and billed revenue -- while reducing unbilled prep work and third-party costs.
2. Field Service works seamlessly across geos, languages, and currencies. Previously, issues surrounding regional billing regulations made it challenging for techs to know when repairs were covered by the standard SLA without having to sift through paperwork back at the office first. With a global solution capable of managing such intricacies, first-time fix has improved as the techs now have relevant contract info at their fingertips.
3. The combination of management systems previously in place lacked extensive integration capabilities, and a lack of sophisticated reporting tools made it challenging for leadership to draw conclusions from the data presented. Now, more effective scheduling, decreased admin support, and better IT integration capabilities have reduced both IT staff and systems' costs. Analytics and reporting are fully automated and no longer require manual compilation.
4. Previously, Handicare had to wait for technicians to return from a day of appointments to enter new contract data and customer updates. However, because Field Service is powered by the Cloud, all customer information is updated on-site, and modifications are visible across the organization in real-time. This has improved decision-making, campaign success, and margins on contract quoting.

### Quotes

*"The reporting capabilities are incredible! We can see so much more information than we ever did before. It's had tremendous benefits for capacity planning." – Anke van Ameide- Sales Director Netherlands*

*"We want our customer's experience to be respectful, and we want to make sure we always act with integrity. Knowing what we do every day makes a difference is really rewarding. But to do that in the best way possible, we needed the right processes, operations, and forms. Field Service from Microsoft empowered us to do that."– Anke van Ameide- Sales Director Netherlands*