

SUCCESS CASE 49.2025

Follow the Team

TRACK THE TEAM'S
MOVEMENT AND THE TIME IT
TAKES TO REACH YOUR HOME



THE CHALLENGE

The main challenge was ensuring service orders were completed successfully on the first attempt. Delays by the technical team and lack of communication with the client often led to incomplete visits, resulting in customer dissatisfaction and the need for a second visit. To solve this, we developed the Follow the Team project. Its goal was to provide real-time information about the service, bridging the communication gap between clients and technicians, and increasing the success rate of first-time visits.

THE SOLUTION

On the day of the service, the client receives an SMS with a link to the “Follow the Team” page. This interface allows the client to:

- View technician identification;
- Track the team’s real-time location and estimated time of arrival;
- Initiate direct contact with the team, through a conference call (with privacy protection);
- Reschedule the visit for another date if they are unable to be present (only possible in the days before the visit).

This prevents unnecessary technician dispatches, reduces missed visits, and aligns client expectations with real-time updates.

For a better understanding of the project, watch this video:

https://www.youtube.com/watch?v=_pqfPcrmkeg.

MAIN ACHIEVEMENTS

This project not only improved first-visit completion rates but also strengthened customer relationships. Clients appreciated having more control and transparency, which helped them better manage their time. As a result, customer satisfaction with the Follow the Team feature was rated at 8.6 out of 10. Additionally, the project helped to achieve the company's goal of replacing all meters with smart meters.

KEY SUCCESS FACTORS

The project's success was underpinned by clear indicators such as the higher number of visits completed on the first attempt, the lower number of complaints, and improved overall customer satisfaction.

WAY FORWARD

Future developments include enabling customers to cancel a technical visit and to request a change of address, subject to validation.