



Next time you enjoy your favorite juice, coffee, tea or espresso at your preferred hotel, most likely Dispenser Services Inc. provided the beverage services that helped deliver that refreshing drink.

With coverage across the states of North Carolina, South Carolina, Georgia and many locations in New England, Dispenser Services Inc. utilizes over 30 technicians to install, repair, maintain and refill multiple beverage systems for hotels, food companies, brands and many commercial buildings.

*"The Clearview software is a highly flexible solution. This flexibility allowed us to configure it to fit our business needs and meet our unique Service Level Agreements. Nexterna's experienced team was with us every step of the way and is always available to assist when we want to add more functionality or change a process within our current business model."*

*Carol Brow, Manager of Customer Service at Dispenser Services*



### The Challenge

Prior to using Nexterna Clearview, Dispenser Services Inc. used an assortment of systems including desktop applications and manual processes for installation, dispatching technicians, tracking equipment, tracking and parts inventory as well as providing technical equipment information to the field technicians. "Because our service technicians have to service and maintain a variety of unique beverage systems, it is very important that our field technicians have the up to date technical information available at their finger tips while they are at the customer site."

#### *Clearview Benefits:*

- Enhanced service contract functionality*
- Scalable for multiple customer processes*
- Enriched technician visibility*
- Multiple price features per agreements*
- Configurable business rules per customer*
- Seamless integration to GPS system*
- Automated service billing to ERP system*

Dispenser Services decided it needed to fully automate its field service operations including installation services, repair services and beverage fulfillment services. Also, equipment tracking and parts inventory was critical. "Because our business has grown substantially in the last few years, we needed a scalable field service system to provide critical equipment information to our technicians while at the customer site. It is very important to keep the beverage machines flowing and operational." says Carol Brow, Customer Service Manager.

## The Clearview Solution

Each day, support personnel at the company's main support center receive customer calls requesting on-site service. Once the service request has been entered into the system the appropriate technician is dispatched for problem resolution. Utilizing the mobile application for Clearview on a laptop, technicians have all of the applicable equipment information with them to provide the necessary service. In real time, the technician's progress can be monitored on the dispatch board and once the call is complete the technician updates Clearview remotely with the details of the closed service call. The customer is also notified electronically as to the progress and status of the call.



## The Benefits of Clearview

The strong feature set and flexibility of Nexterna Clearview has allowed for a dramatic improvement in the management of our Service Agreements. By automating many processes and having technicians access the system remotely from outside the office, the amount of time and resources it takes to manage service agreements has been reduced dramatically.

With the comprehensive requirements around each service agreement specifically in the area of customer pricing structures and equipment tracking, Clearview provides a seamless solution for service agreement management.

"Because the Clearview solution is flexible, scalable and can grow with our business, we are confident that when we introduce new services, Clearview can manage the workload without the need of additional administration resources or additional systems", Brow notes.

## What's Next?

Following the successful implementation of Clearview, Dispenser Services Inc. will be automating additional service processes specifically in the area of inventory replenishment and procurement.

## About Dispenser Services



Providing Beverage services for over 30 years, DSI services over 25,000 beverage dispensers in over 2500 institutional customer locations. DSI buys, installs and services beverage dispensers for beverage programs. Providing predictable, stable beverage costs DSI covers a wide geographic area with "Service by the Hour" Please visit us at <http://www.dispenserservices.com>

## About Nexterna



Nexterna is a leading provider of service management solutions offering extensive capabilities in mobile resource management. Nexterna's solutions deliver improved customer satisfaction, reduced operating costs and increased efficiency of mobile resources. Our team provides several years experience in developing, implementing and supporting service management and mobile applications. Nexterna's Clearview product is a web-based Service Management system that utilizes the latest technologies including wireless communication and GPS location technologies.



For more information please visit [www.nexterna.com](http://www.nexterna.com) or call 888-343-5377