

# Fortune 500 Manufacturer Saves Over \$1.2M per Year by Transforming Field Service

CASE STUDY

## Overview

Our client is a Fortune 500 global technology and engineering company manufacturing steam valves and other equipment for the oil and gas industry. They needed to modernize field service operations. Technicians were using multiple disconnected applications that required manual input into each separate app. This led to service and response delays, multiple onsite customer visits, and high operational costs. The client partnered with rSTAR to consolidate these tools into an enterprise suite of integrated Progressive Web Apps (PWA).

The resulting enterprise solution dramatically improved technician productivity and saved \$1.2 million per year in licensing fees. It enabled technicians to cut the number of onsite customer visits, which further reduced costs and improved customer satisfaction because projects were completed faster. By integrating and modernizing their technology, the client transformed field service operations, making it both service and sales-focused while significantly reducing costs.

## CHALLENGE & SOLUTION



### The Challenge

#### High Costs

- Licensing fees for the field service application ecosystem cost \$1.6 million annually.

#### Fragmented Technician Workflows

- Technicians had to install and use multiple standalone apps, manually re-entering the same data many times.

#### Inefficient Customer Service Process

- Service calls often required multiple visits due to limited information access, which increased customer frustration.



### The Solution

#### Enterprise Suite of Progressive Web Apps

- Standalone apps replaced with a single, unified enterprise suite of Progressive Web Apps.

#### Integrated Data Entry

- Technicians enter data once, which syncs across all systems and saves considerable time.

#### Proactive Customer Service

- The platform gives technicians access to device history and parts information before visits, enabling faster service.

## Technologies



ReactJS



NodeJS



MongoDB



Azure  
Kubernetes



Azure DevOps  
(CI/CD)

## RESULTS



### Over \$1.2 Million Saved Annually

The client saved \$1.2 million per year by eliminating redundant licensing and consolidating applications.



### 30% Improved Technician Efficiency

Technicians now complete service tasks faster and with fewer errors, thanks to integrated workflows and real-time access to critical data.



### 50% Higher Customer Satisfaction

Customers benefit from quicker resolutions and fewer service visits, making the client a preferred provider over competitors.



### 20% Reduction in Days Sales Outstanding (DSO)

The integration of enterprise mobile apps with the ERP system allowed for realtime synchronization of data between field operations and the back office. As a result, the company reduced DSO by approximately 20%.



### Increased Competitive Advantage

The new platform enables the client to demonstrate superior service capabilities, helping them win and retain more business.

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+1 320.305.8631

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