

Predicting the right parts for the right job is crucial for van stock optimization as manufacturers of field serviceable equipment and allied service companies focus on reducing truck roll costs and improving first time fix rates. In today's changing service landscape consumers expect quick and accurate response to their problems. This requires Artificial Intelligence (AI) and Machine Learning techniques that help develop smart solutions to predict parts accurately.

Bruviti Parts Prediction applies case-based reasoning and machine-learning to ensure accurate fault identification that helps field technicians carry the right parts for a successful service call.



## USE CASE

A leading appliance manufacturer wanted to reduce truck roll costs, improve van stocking and improve service team productivity by developing a smart parts provisioning solution.

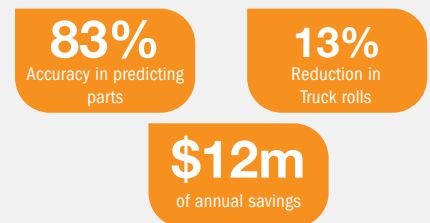
## Challenges

Discrepancy in understanding the problem on site was making it difficult for field technicians to stock service vans with the right parts, which increased repeat visits, equipment downtime, and resulted in dissatisfied customers.

## Bruviti solution

Bruviti built an AI powered parts prediction engine using machine learning algorithms and model building techniques. Optimized for mobile and web platforms, it gave technicians insights into issues which improved van stocking and improved single call resolution rates.

## Results



## Features

- Dynamic parts prediction engine
- Inventory control
- Demand Forecasting

## Benefits

- Improves technician first time fix rates
- Improves service team productivity
- Provides cost reduction

