



# ForeFront Fixes Top Touchscreen Maker's Broken Repair Depot

Elo (elotouch.com), one of the world's leading providers of touchscreen products, struggled to manage its repair depot using its SAP ERP. There were frustrating, unresolvable issues, and effective process control and basic data access were nearly impossible. To fix it, ForeFront built an integrated Salesforce Field Service solution.

## The Challenge

Elo's partners and customers were unable to submit Return Merchandise Authorizations (RMAs), and Elo had no way to track them. Work Orders were managed manually. Parts, inventory, warranties and Service Level Agreements (SLAs) were tracked in spreadsheets and on paper. As a result, management was difficult and there was no visibility into performance and costs.

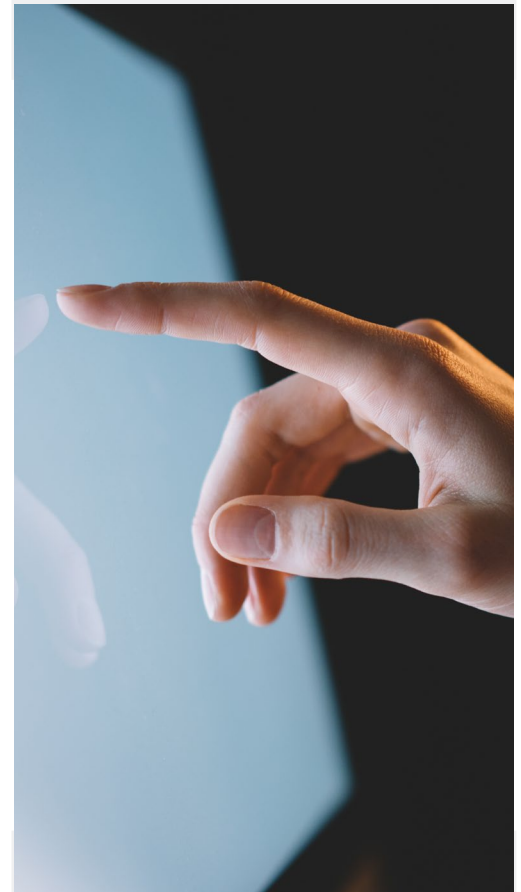
## The Solution

Utilizing the Salesforce Experience Cloud, Service Cloud, Field Service and Community Portal (and leveraging its Salesforce integration expertise), ForeFront built a solution that enables effective management. Today, managers have full visibility into repair operations, customers have one-stop access for service information, including return and repair status, warranty info and knowledge articles, and Elo technicians can view Work Orders, inventory availability, and order and reserve parts.

## The Results

Only months after go-live, Elo says it is seeing positive results: Customer service has improved because key information is more accessible. Technicians are more productive. And management has better insight into operational metrics.

Painful, persistent process problems resolved with an SAP-integrated Salesforce Field Service solution



“ The ForeFront team is extremely responsive and is dedicated to ensuring the client team is getting the most out of Field Service. ”

– Robert Stevens, Elo Director of Service Operations

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