

## Industry

- Manufacturing
- Construction

## Project Outcomes

- Shortened service response times by 83%
- Less manual effort
- Better customer service

## Solution Features

- Service Cloud
- Field Service Lightning
- Data migration



## About AppCentrica

We've built our Salesforce practice one customer at a time based on quality and strong relationships. We deliver proven solutions for:

- Sales Cloud + CPQ
- Service Cloud + FSL
- Einstein Analytics
- Community Cloud
- MuleSoft
- Pardot
- B2B Commerce
- Heroku & Custom Lightning Development

## About Marvin Windows & Doors

A privately-held, family-owned company, headquartered in Minnesota, Marvin Windows and Doors is a premier manufacturer of made-to-order wood and clad wood windows and doors. Marvin Windows of Canada, a subsidiary of the US parent company, has been in business for over 30 years and has 20 different showroom locations nation-wide.

## Challenge

Marvin had been using Salesforce for sales and service and made the decision to add ServiceMax to help manage their field service operations. Not long after, technicians, dispatchers and management identified several critical challenges with ServiceMax, including very slow system performance, a lack of integrations with other systems, and limited mobile capabilities. Process gaps further complicated matters. Scheduling was done manually, making it difficult to communicate changes to technicians in real-time. Work order data entry was done inconsistently resulting in inaccurate reporting. Finally, because ServiceMax work orders were not linked to customer accounts, Marvin lacked a 360-degree view of their customers.

## Solution

AppCentrica worked with Marvin Canada to deploy Salesforce Field Service Lightning (FSL) and optimize their existing Service Cloud configuration. Field techs can now complete work orders in Salesforce, rather than on paper. Also, using the mobile FSL app, techs have fast access to important contact and account information while on the road. Dispatchers can schedule using the graphical interface in FSL and communicate changes directly to techs in real-time. Additionally, because all customers and techs are managed in a single, central system, dispatchers can better support their peers in other regions.

## Outcomes

Technicians have seamlessly transitioned to Field Service Lightning and love the solution. They now have easy access to the relevant information they need on-the-go and offline. Communication between teams has been simplified with Chatter being used to track all relevant information pertaining to case progression. The result has been an 83% reduction in service response time and a corresponding improvement in customer satisfaction.

Data consolidation has empowered dispatchers and management alike. Dispatchers now have the ability to support operations in multiple regions. Management can now easily create the reports and dashboards they need to further improve business processes and drive additional customer satisfaction.



*"We used to have ServiceMax but it didn't seem to work and we felt it was quite slow. The integration between ServiceMax and Salesforce was not good and we had no visibility of the service appointments. We got a license for Salesforce Field Service Lightning and AppCentrica helped us with the set-up and migration. AppCentrica did a great job and now I use Salesforce Field Service Lightning every day to manage our teams across Canada. I am glad we made the move. They understood our internal processes and business and made a seamless transition for all users. If you need help with Field Service Lightning or Service Cloud you should work with AppCentrica!"*



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