

CASE STUDY

Alcon's Vision for Streamlined Field Services



OUTCOME & RESULTS

- ✓ Over 1,500 hours per year saved through improved tracking processes
- ✓ Reduced 70% of required Surgery Codes fields
- ✓ 11,000 hours saved per year by implementing a streamlined FSE process to close work orders
- ✓ ~50 hours of admin work saved per month within the first six months of deployment

About Alcon

Founded in 1945, Alcon develops and manufactures innovative medicines and devices to serve the full lifecycle of eye care needs. Alcon's Surgical and Vision Care products touch the lives of more than 260 million people in over 140 countries each year living with conditions like cataracts, glaucoma, retinal disease, and refractive errors.

Alcon's biggest strategic priority has been to transform the service business from a cost center into a true profit center. To do this, they needed to centralize and standardize processes; develop operational rigor; improve service margins by not giving service away for free; implement remote diagnostics; align sales, marketing, and product development; and position service as a lever to drive sales.

Adding TrueContext to Automate Out Complexity

Prior to implementing TrueContext, Alcon used smart PDFs that required engineers visit a SharePoint site and select the appropriate service test procedure PDF for the equipment they were working with. Sometimes there were multiple versions and that created the possibility to pull the wrong PDF version and attach it to a case. With Advanced Forms powered by TrueContext, Alcon can now consistently deploy the correct version for technicians to use.

For the engineers, the time savings are a welcome change. Advanced Forms have removed timely manual processes around digital signatures and connecting forms to a case.

“The biggest savings for our field engineers...is that all of the test tools required for the service test procedure are now automated. These test tools are automatically pulled up when the field engineer starts to fill out the test procedure. This alone is powering a 15-minute per-case savings for the engineer.” said Keith Olodort.

The Alcon team is now able to automate the entire work order process for field engineers so that they can go and execute effortlessly. This transformation has resulted in huge time savings equating to 900 hours per year through improvements to Alcon, over 1,500 hours per year through improved tracking processes, and 1 minute per case through reducing the number of required Surgery Codes fields. Looking to the future, Alcon is planning to leverage AI and IoT, shift further into proactive and predictive service, and prepare field engineers to use these new technologies.



It's really easy to go through audits with our internal and external auditors because all the data is right there...TrueContext [is] incredible at dealing with very complex, sophisticated, highly-regulated work and both solutions have been crucial to our success.

KEITH OLODORT
GLOBAL SYSTEMS DEPLOYMENT LEAD
ALCON



SEE TRUECONTEXT IN ACTION

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