

Impact Resource Group



Business Background

- ❑ A leading provider of outsourced, in-market merchandising services to major consumer product manufacturers and large retail chains nationwide
- ❑ Current scheduling system was outdated and could not support business growth
- ❑ Teknion was engaged to develop a new Contact Center and Scheduling System for order taking, scheduling, dispatch, customer service, billing, and reporting
- ❑ Managing 4,000 techs nationwide

Challenges

- ❑ Growing client base
- ❑ Lack of confidence in their current IT partner
- ❑ Urgency to capitalize on new business opportunities
- ❑ Current scheduling system was outdated
- ❑ Unable to support their business growth
- ❑ Virtually no visibility to location of techs

Results

- ❑ Designed a new scheduling algorithm
- ❑ Optimized travel time
- ❑ New system was built around a SQL Server database with Windows and Web front end
- ❑ Automated scheduling improved from 40% to over 80%

“...in 20 year of IT development I have not seen a project implemented as smoothly and with as few issues as this project. Your technology is so far ahead of your competitors...”