



Retail Tech & Industrial Equipment Services



United States

Retail Tech Leader Achieves **92% AI Accuracy**, **28% Fewer Escalations**, and **50% Faster Onboarding** with Agentic AI-led Field Service

A global retail and payments technology provider managing large-scale field service operations across the United States sought to **modernize how technicians accessed knowledge, diagnosed issues, and resolved incidents** in the field. Supporting thousands of devices across **60+ customer locations and handling approximately 25,000 service tickets per month**, the organization recognized the need for an **intelligent, mobile-first service model** that could scale expertise, reduce repeat visits, and improve service outcomes.

Highlights

- Field service technicians relied heavily on tribal knowledge and fragmented documentation, leading to delays, repeat visits, and excessive helpdesk dependency. **70% of service volume involved non-proprietary OEM devices, requiring expertise across multiple vendor ecosystems.**
- iOPEX deployed a **mobile-first, Agentic AI platform** that delivered **contextual troubleshooting, parts intelligence**, and **guided workflows** directly to technicians.
- The solution eliminated up to **30 minutes of daily search time per technician per day**, **reduced help desk escalations by 28%**, and **increased top-user productivity by 14%**. **On-site repair time dropped by 15 minutes per visit**, directly improving customer uptime and reducing operational costs.

Business Challenges

Field service execution was constrained by fragmented documentation, manual part-number translation, and reliance on centralized experts.

Technicians navigated thousands of customer-specific part numbers, OEM manuals, and service records, often translating information manually into orderable formats.

This resulted in:

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| • Excessive time spent searching for information instead of performing repairs | • Frequent help desk escalations for standard troubleshooting and parts validation |
| • Inconsistent repair outcomes based on technician experience | • Longer on-site repair times , directly impacting customer uptime |
| • Slower onboarding of new technicians and delayed time-to-productivity | |

The client needed a solution that was **accurate, trusted, and fast enough for field usage**, while remaining traceable and governable at enterprise scale.

iOPEX Solution

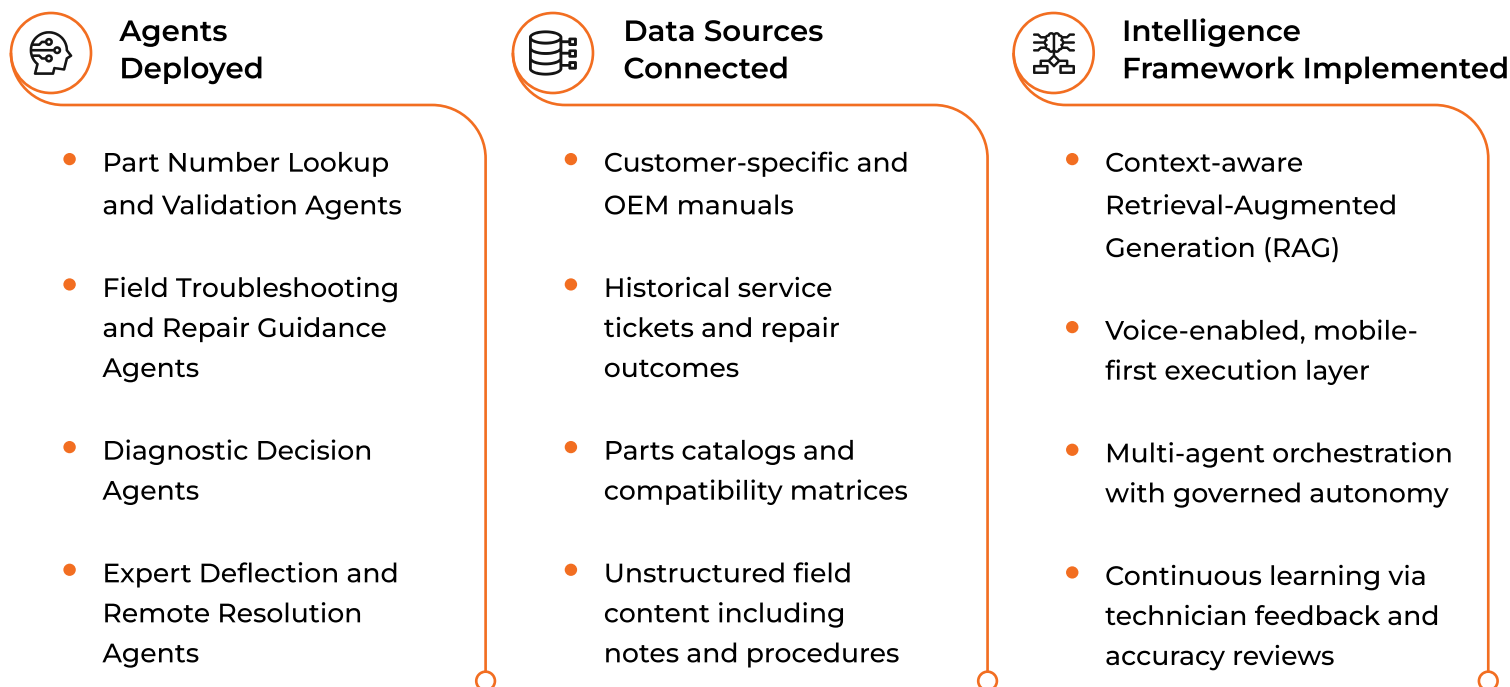
iOPEX designed and deployed a **field-ready Agentic AI platform**, engineered specifically for technician adoption and operational trust.

The solution enabled technicians to retrieve customer-specific part numbers, repair instructions, and diagnostics **within seconds**, using voice and natural language, **eliminating manual lookup and translation**.

Agentic AI **correlated structured and unstructured data** across manuals, tickets, and parts catalogs to guide repairs in real time.

The platform was built with **zero compromise** on accuracy, incorporating **traceability, confidence scoring**, and **continuous data ingestion** to ensure technician trust and sustained adoption.

Agentic AI Platform



Training and Enablement

Reduced onboarding time by embedding procedural guidance and diagnostics directly into technician workflows.



Enabled technicians of all experience levels to perform at near-expert efficiency without reliance on tribal knowledge.

The Result

The deployment delivered immediate and compounding impact across field execution, productivity, and cost:

1,000+

field technicians onboarded to a mobile-first AI platform

Up to 30 minutes

per technician per day eliminated, converting administrative search time into productive capacity

28%

reduction in help desk escalations, from 519 to 372 calls per week

14%

increase in top-user productivity, improving output from 3.5 to nearly 4 tasks per day within four months

15-minute

reduction in on-site repair time per visit, directly improving customer uptime and lowering operational costs

92%

overall AI accuracy, with **100% accuracy** for part-number lookup use cases

Accurate parts

forecasting enabled, by correlating structured and unstructured data across the installed base

50%

faster technician onboarding, accelerating time-to-productivity for new hires

What began as a productivity initiative evolved into a scalable foundation for higher first-time-fix rates, fewer repeat visits, and data-driven service optimization.



About iOPEX

iOPEX Technologies is a new-generation agentic AI and automation-led enterprise transformation partner headquartered in San Jose, California. At the intersection of enterprise operations, agentic AI, and intelligent automation, we deliver Intelligence as a Service, helping organizations embed intelligence directly into workflows for measurable impact. Over 70 global brands trust iOPEX to transform operations, accelerate revenue growth, and unlock value at scale. Contact us at marketing@iopex.com.

