



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:

**Excessive time spent searching** for information instead of performing repairs

**Inconsistent repair outcomes** based on technician experience

**Slower onboarding** of new technicians and delayed time-to-productivity

**Frequent help desk escalations** for standard troubleshooting and parts validation

**Longer on-site repair times**, directly impacting customer uptime

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

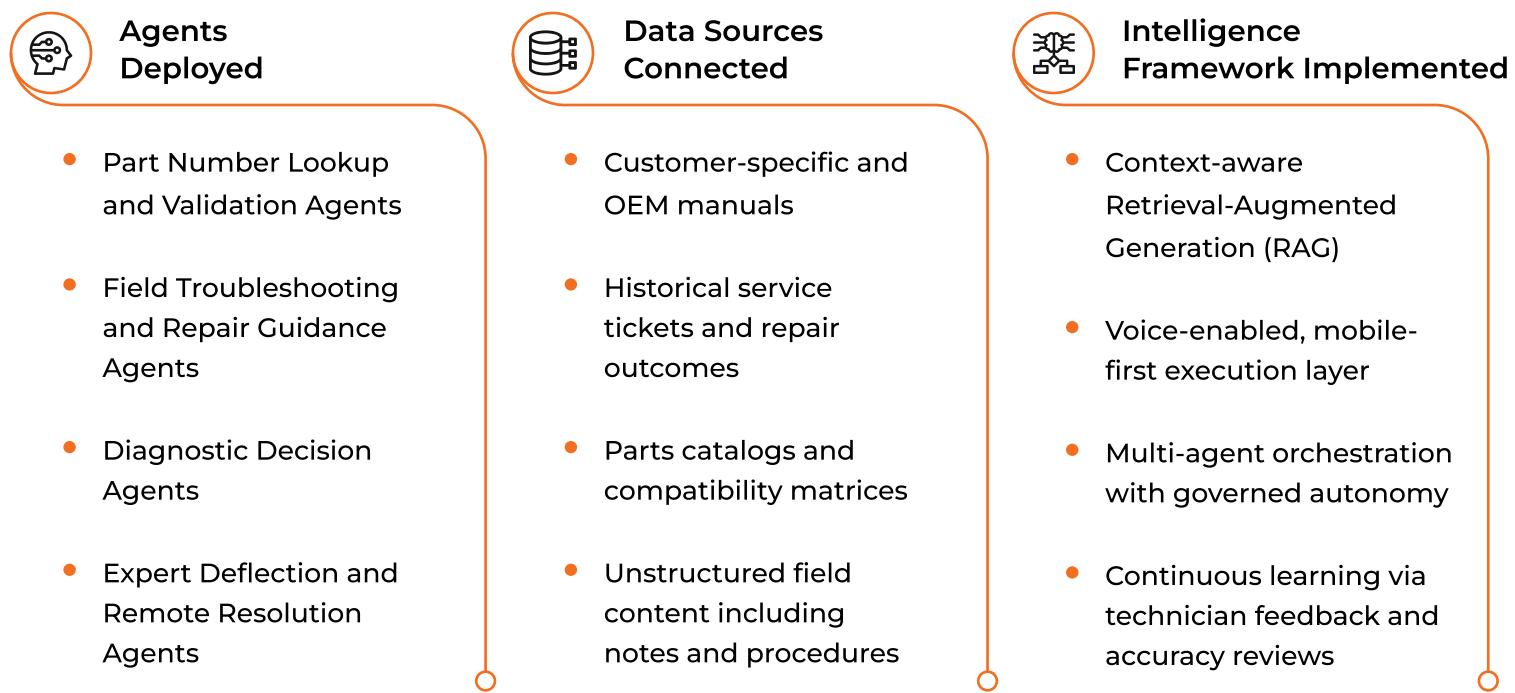
iOPEX designed and deployed a **field-ready Agentic AI platform**, engineered specifically for technician adoption and operational trust.

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](mailto:marketing@iopex.com).

