iOPEX

Retail Tech & Industrial Equipment Services   **United States**

Retail Tech Leader Unlocks 100% Part Number Lookup Accuracy in Field Service Workflow with iOPEX's ElevAIte

The client is a **global retail technology and payments infrastructure provider**, supporting **thousands of mission-critical devices** deployed across **60+ locations** and managing **~25,000 service tickets per month**. Its field organization spans a **large, highly distributed technician workforce** responsible for maintaining uptime across customer environments where service speed, accuracy, and first-time resolution are business-critical.

To modernize field service execution, the client partnered with iOPEX to deploy ElevAIte, an Agentic AI platform purpose-built to embed intelligence directly into frontline workflows.

Highlights

- Field technicians were losing up to **30 minutes per day** searching for accurate part numbers, procedures, and documentation across fragmented systems.

- iOPEX deployed **ElevAIte** for field service, delivering real-time troubleshooting, validated parts intelligence, and guided repair workflows at the point of service — **so technicians stop searching and start resolving**

- The program delivered **92% overall AI response accuracy, 100% accuracy for part number lookup,** reduced helpdesk calls from **519 to 372 per week,** and cut **~15 minutes from on-site repair time.** The system **learns from every technician interaction,** improving accuracy and coverage over time.

Business Challenges

Enterprise field service operations face a persistent challenge: **critical knowledge exists, but not where work happens.**

Technicians navigated thousands of customer-specific part numbers, OEM manuals, historical service records, and procedural documents—often translating information manually into orderable or executable steps. Routine questions escalated to help desks or subject matter experts, increasing resolution time and operational cost.

In parallel, new technicians required extended ramp-up periods to reach productivity, while service leaders lacked a reliable way to standardize repair quality across experience levels.

Every hour of search time, every unnecessary helpdesk call, and every delayed resolution represented a structural inefficiency. One that grew linearly with headcount and could not be fixed by hiring more experienced technicians.

The organization needed a field-ready intelligence layer that could **deliver trusted, contextual knowledge instantly**, empower technicians in the field, and reduce operational drag without introducing risk or guesswork.

iOPEX Solution

iOPEX partnered with the client to deploy ElevAIte, **a platform-based agentic AI solution for field service** that unifies OEM documentation, customer-specific procedures, ticket history, parts data, and telemetry into a single intelligence layer for field services. The solution operates on a **Services-as-Software model,** where AI agents sense technician queries, decide on validated responses, and act as autonomous knowledge participants within the workflow.

Designed for real-world technician workflows, the solution delivers a voice-first, mobile experience with biometric login and sub-10-second, evidence-based responses linked to source documentation.

Accuracy is not static. Confidence scoring, technician feedback, and SME review create a continuous improvement loop. The system gets sharper with every job completed, every query resolved, and every correction logged. iOPEX manages the AI lifecycle end to end, so the client's operations team never has to carry that burden.

Agentic Capabilities

- Part Number Lookup and Validation Agents

- Field Troubleshooting and Repair Guidance Agents

- Diagnostic Decision and Resolution Agents

- Expert Deflection and Remote Assistance Agents

Field Service Data Connected

- OEM and customer-specific manuals

- Historical service tickets and repair outcomes

- Parts catalogs and compatibility matrices

- Unstructured technician notes and procedures

elevAte
for Field Service

Intelligence Framework

- Context-aware Retrieval-Augmented Generation (RAG)

- Mobile-first, voice-enabled execution layer

- Multi-agent orchestration with governed autonomy

- Continuous accuracy improvement via technician feedback

The Impact

The ElevAIte deployment delivered **measurable, early-stage impact across productivity, cost, and service quality:**

Field Productivity & Time Recovery

- **Eliminated ~30 minutes/day of part lookup time per technician**

- Technicians now retrieve information **as fast as they can speak**

- 14% increase in productivity among top users. Tasks per day increased from **just under 3.5 to nearly 4** for top users

Operational Efficiency

- **Reduced dependency on internal help desks,** freeing experienced SMEs to focus on higher-value activities

- **92% overall AI accuracy,** with **100% accuracy for part-number lookup use cases**

- **50% faster technician onboarding,** accelerating time-to-productivity

Field Confidence & Enablement

- Strengthened technician confidence and autonomy, **enabling faster resolution and greater field capacity** without additional headcount

- **Improved parts forecasting**, enabled by correlating structured and unstructured service data

Service Execution

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

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.**