



Retail Tech & Industrial Equipment Services



United States

## **Retail Tech Leader Achieves 20% Fewer Truck Rolls, 25% Faster Dispatch, and Improves FTFR by +12% with FieldPilot**

A global retail technology and payments infrastructure provider manages a distributed network of mission-critical devices across 60+ locations, handling approximately 25,000 service requests each month. In this environment, every minute of downtime directly impacts store operations and revenue, making service speed a critical business metric.

# Highlights

- Technicians lost significant time navigating multiple systems to diagnose issues and identify correct parts, costing the organization millions in avoidable truck rolls, idle technician time, and SLA penalties
- iOPEX deployed FieldPilot, a five-agent agentic AI platform that autonomously optimizes dispatch, equips technicians at the point of service, predicts parts requirements, and proactively manages customer SLAs, all without replacing the existing system of record
- The deployment delivered +12% improvement in FTFR, 20% reduction in unnecessary truck rolls, 25% faster dispatch decisions, and >95% on-time arrival rate — while reducing technician idle time and cutting mean time to repair by 20–30%

## Business Challenge

Field service inefficiency is often measured in hours, but experienced in minutes. Field engineers spent 25–40% of their time on non-value-added admin tasks, including manual lookups, documentation, parts chasing, instead of performing repairs. New technician onboarding was slow, institutional knowledge was locked in the heads of veterans, and every retirement deepened the knowledge gap.

This resulted in:

### Low First-Time Fix Rates

repeat visits drove up cost-to-serve and reduced customer uptime

### Dispatcher bottleneck

manual scheduling could not adapt to real-time field conditions

### Missing parts and stale documentation

wrong parts, missing BOMs, and inconsistent manuals created friction on every job

### Silent customers

vague ETAs and delayed updates triggered escalations and churn

### Increased Operational Efficiency

Automation reduced repetitive tasks and improved team productivity across the CRM ecosystem.

The organization needed an agentic intelligence layer, one that could coexist with existing systems, learn from historical data, and deliver measurable outcomes from day one.

# iOPEX Solution – FieldPilot

iOPEX deployed **FieldPilot**, an agentic AI-powered platform designed to eliminate latency in field service workflows by embedding intelligence directly into execution.

## Eliminating Search Time at the Source

FieldPilot unified multiple knowledge sources, OEM manuals, service histories, and parts catalogs into a single, contextual interface. Instead of navigating systems, technicians could instantly access the right information in the flow of work.

## Designed for Speed in the Field

The platform leveraged agentic AI to:

- Mobile-first, voice-enabled interaction
- Sub-10-second response times
- Continuous learning from technician inputs and feedback

## Real-Time Technician Co-Pilot

FieldPilot functioned as an AI co-pilot that:

- Interpreted technician queries in natural language
- Delivered step-by-step diagnostic guidance
- Identified the correct parts with complete accuracy
- Reduced reliance on trial-and-error troubleshooting

This shifted technician effort from **search and validation** → **direct execution**.

## Agentic AI for Faster Decisions

The platform leveraged agentic AI to:

- Understand context from service tickets and asset history
- Retrieve the most relevant resolution paths
- Recommend next-best actions instantly
- Provide evidence-backed responses to ensure trust

By removing friction from information access and decision-making, FieldPilot directly targeted the largest hidden delay in field service, **time lost before action begins**.

# The Result

The transformation fundamentally strengthened the retailer's retail media ecosystem, enabling faster execution, improved campaign outcomes, and stronger supplier engagement.

## Technician Productivity & Time Recovery

- **Up to 30 minutes** per technician per day eliminated — converting administrative search time into productive field capacity
- **14%** increase in top-user productivity — tasks per day increased from 3.5 to nearly 4 within four months
- **15-minute** reduction in on-site repair time per visit, directly improving customer uptime and lowering operational costs

## Operational Efficiency

- **28%** reduction in help desk escalations — calls dropped from 519 to 372 per week, freeing experienced SMEs for higher-value work
- **>95%** on-time arrival rate — dynamic route optimization and real-time schedule rebalancing kept SLAs intact when conditions changed
- **25%** faster dispatch decisions — AI-driven scheduling replaced manual dispatcher bottlenecks with autonomous, real-time optimization

## AI Accuracy & Intelligence

- **92%** overall AI accuracy across all technician interactions
- **100%** accuracy for part identification use cases — eliminating the "wrong part" failure mode that drove repeat visits

## Enablement & Scale

- **1,000+** field technicians onboarded to the mobile-first FieldPilot platform
- **50%** faster technician onboarding — embedded procedural guidance and diagnostics accelerated time-to-productivity for new hires



## 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. Over 70 global brands trust iOPEX as a strategic partner to turn AI into results that scale. We help clients accelerate enterprise transformation without endless consulting cycles by embedding intelligence directly into workflows. Contact us at [www.iopex.com](http://www.iopex.com).

