

Vokèra



Vokèra is a leading heating manufacturer with a product portfolio that includes domestic gas boilers, light commercial gas boilers, unvented cylinders, water heaters, solar thermal collectors and air source heat pumps. Established over 35 years ago, Vokèra operates across the UK and Ireland.

The marketplace challenge

With the marketplace changing, Vokèra must meet customer demands for renewable as well as traditional heating solutions.

The customer challenge

Customers want responsive communications and issues resolved at speed.

The process challenge

Vokèra's team must manage often complex interactions between customers, service engineers, contracts, warranties and parts logistics.

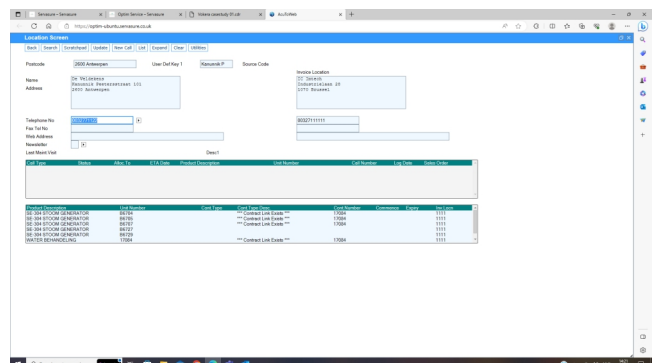
A field service management system therefore needs to seamlessly direct requests and create data-driven insights able to drive new efficiencies.

The Servasure solution

- With an exact understanding of existing operations, Servasure's programmers utilised open APIs to boost IT and operational agility.
- Integrating with existing financial and back-end systems, teams at Vokèra have a clear understanding of the customer and work in progress.
- All purchasing, invoicing and stock data is progressed automatically, and reporting features provide management teams with operational information.

The result

- Vokèra can respond quickly and efficiently to customer requests.
- Field engineers and staff at the customer contact centre can readily access all the information needed to complete tasks efficiently.
- Management teams have a real-time overview of operational performance.



To find out more about how Servasure can make service management clear, cost-effective and future proof, contact us today.

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