

# Remote Emergency Break/Fix for a Fortune 10 Financial Customer

## overview

When thousands of employees are affected by an emergency break/fix, you don't have 24-48 hours to wait for a technician to arrive. You need a fast and consistent response time to end frustrating user downtime. Our client needed Sitehands to reduce technician arrival time, as well as accelerate resolution time. Without dedicated on-site technicians, our customer paid specialists to travel by plane to reach sites. This created significant delays in response time, as well as incurring costly expenses from last-minute travel.

## the sitehands solution

### Local Delivery, Global Coordination

By using local technicians around the globe, Sitehands saved our customer time and travel costs by providing a local technician with the right skills in under 4 hours, instead of costly overnight travel.

### Consistency

Our customer receives consistent and standardized outcomes with Sitehands' OnDemand marketplace.

### Transparency

With real-time transparency into field operations, we standardized remote emergency break/fix and delivery costs for our customer.

### Acceleration

Sitehands' OnDemand marketplace guarantees our customer speedy delivery and solutions for an emergency break/fix at a remote location.

## owning the outcome

Our customer dramatically reduced technician response time, while saving travel, delivery and repair costs with Sitehands.

**<2 hours**

Elapsed time to **technician selection & dispatch** with no previous coverage established for affected customer.

**<4 hours**

Elapsed time from **incident occurrence to technician arrival** on site.

**8-12 hours**

Elapsed time from arrival on-site to a complete **incident resolution**.

**\$1,800**

Estimated travel **costs saved** by not flying the FTE to a remote location.