

# A&E FACTORY SERVICE

## Company Background

One of the nation's largest service contract providers that underwrites extended warranties for home buyers and sellers, with annual sales of \$700 million. Their clients include premier manufacturers, distributors and retailers of consumer goods, including vehicles, electronics, appliances, computers and telephone equipment.

A focal point of their business is one of the largest service networks in the world, with operations in five continents, repairing a tremendous volume of home appliances, electronics, laundry, cooking and cooling products.

## Reasons for choosing A&E

- Maximum nationwide coverage
- Large technician fleet able to ramp up quickly to handle high volume of calls
- Uncompromising quality of repair service
- OEM authorized

## Third Party Administrator Case Study Responding quickly when the service marketplace changes.

### Challenge and Goals

This third party administrator had previously outsourced its service work to over 350 repair service providers throughout the country. These independent repair providers were limited in that they could only handle a certain volume of repair calls in some regions. As their business expanded, the third party administrator found themselves understaffed and overwhelmed in key markets, thus disappointing important segments of their customer base.

They understood that teaming with a nationwide network like A&E's could become a strategic asset to them, by providing them the flexibility to increase their service levels as market circumstances changed.

A&E was selected for a variety of solutions that would meet the third party administrator's needs, including:

- One-stop service provider
- Dedication to quality work
- Highly trained technicians
- Professional representation
- Complete metrics
- Solid business reputation
- Robust systems and technology
- Automated call scheduling and feedback system



## Implementation Process

A&E utilized a client profile to match its capabilities to client needs, including geographic territories, parts, service volume and much more. Thorough needs analysis and cross-disciplinary collaboration between the third party administrator and A&E teams produced a customized repair solution comprising of various diverse areas, including:

### Call Center

The third party administrator continues to operate its own call center, with direct interface into the A&E scheduling system for improved efficiency.

### Technician Training

A&E-trained and managed technicians are in place and ready to respond quickly.

### Account Management

The entire program is managed by a dedicated A&E Major Account Manager who provides numerous advantages to the third party administrator, including:

- Close collaboration to proactively identify better ways of doing business
- Serves as a strategic partner
- Attention to small details while never losing sight of the big picture

## Conclusion

Today, A&E runs nearly 120,000 service calls per year for the third party administrator while constantly working to protect and enhance their brand image nationwide. Their ability to handle a high volume of service calls on short notice—performed by reliable, expert technicians—helps ensure that the third party administrator's goals are met, and their customer base receives a world-class experience.



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