Reducing Costly & Inefficient Truck Rolls

Case Study | **Predictive Analytics**

MAJOR INTERNET SERVICE PROVIDER

THE PROBLEM

Truck rolls, which are a necessary part of any service provider option, are extremely cost-inefficient.

Truck rolls were even mentioned at a recent shareholders meeting as a highly controllable aspect of cost.

Having already leveraged numerous other techniques, including modifying call center scripts, the client found themselves searching for a new way to minimize the number of truck rolls – or at least make them more efficient.

THE SOLUTION

Our data scientists, analysts, and engineers worked with the client to define their goals (decrease truck rolls by 15% for the year) and build a plan to operationalize them, integrating the ultimate analytics solution with their existing infrastructure.

While the data scientists worked to create detailed predictive analytical models, the engineers created an analytics infrastructure on the client's private cloud.

The project was delivered on-time and within budgetary constraints.

THE OUTCOME

Truck rolls were ultimately reduced by 22% for the year, which far exceeded the goals of the program.

Follow-on work has produced additional refinements to the models and technology, further decreasing truck rolls by 37% (from before analytics were implemented).

The client, ecstatic with the previous results, has engaged Mastech InfoTrellis to deliver numerous other analytics use cases, and Mastech InfoTrellis further has worked with them to produce an analytics roadmap.

MASTECH
infoTrellis
A division of Mastech Digital

1305 Cherrington Parkway
Moon Township, PA - 15108
United States

North America: Pittsburgh | Chicago | Boston | Atlanta
Dallas | Austin | Fremont | Tampa | Orlando | Toronto
India: NOIDA | Chennai

info@mastechinfotrellis.com
www.mastechinfotrellis.com