



# Case Studies

**hi.guru's innovative technology solutions to win customers, optimise operations and transform your business.**

Research indicates that most of all customer support activity will happen without a human agent by 2020 (IBM, 2017) but today 70% of consumers prefer human agents to AI technologies (Sitel Group, 2018). This is why every business needs the optimal blend between Human and Machine when it comes to customer engagement.

hi.guru is an all-in-one business conversation hub, that connects your business to your customers, employees, and processes through smart instant messaging. We offer an out-of-the-box solution, that is easy to implement, to allow for a rapid start and immediate impact. At the same time, we are not limited in our offering as we offer diverse and innovative products together with our partner companies specializing in OTT and IoT solutions.

Our team is made up of highly skilled individuals that can custom build applications in various industries such as Financial Services, Health, Recruitment or Leisure for our client or integrate with existing infrastructure.

We pride ourselves on some core competencies such as product innovation; solution design, development & integration; application development; IOS, Android, Web, Cloud solutions; Security; Big data; AI; IoT prototyping.

Additionally, we draw international talent with engineering teams in the USA, Europe, and Africa. Our global presence allows us to produce innovative solutions, utilizing know-how, and skills acquired worldwide. We are a medium-sized player but large customers partner with us, such as Vodacom, Walmart, LSI, LegalWise, and ADT.



USE CASE

# Field services application



*hi.guru is an all-in-one customer engagement platform, connecting your business to your customers, employees, and devices through smart instant messaging.*

## The problem

The Internet of Things (IoT) is powering transformation across varying sectors and industries. There are expected to be more than 64B IoT devices worldwide by 2025. It is estimated that more than 75% of field service organizations (with over 50 users) will deploy mobile apps that go beyond simplified data collection and add capabilities that help technicians succeed.

That means that there is a multitude of dispersed devices that will need to be monitored, managed, maintained or serviced. Various alarms on devices need to be acted upon in an efficient, speedy and most importantly, a more cost-effective manner. The constraint, however, is that a geographically dispersed field service force is challenging to manage, with various teams of field service technicians often tasked to support full deployments.

## The solution

By using hi.guru as a field services application, field service technicians will be able to interact with an IoT (Internet of Things) or M2M (Machine to Machine) platform, to invariably receive alarms, respond instantly or route the alarms to the correct channels/field service staff responsible.

Further assistance such as scheduling and predictive maintenance can be provided to the field service team through the use of hi.guru's AI functionality.

The solution further also allows for human-to-human communication to compliment machine-to-human communication.

### *Unique benefits of the solution*

**1**

#### **Quick deployment**

Simple, easy deployment within minutes.

**2**

#### **Instant communication**

Instantaneous messaging from device or consumer to support center or field services technician.

**3**

#### **Flexible**

Flexible setup and configuration of field services teams.

**4**

#### **Highly available**

Ability to handle high volumes of messages and conversations.



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## Features & benefits

*The hi.guru platform can successfully manage alerts and events sent from various IoT platforms and devices and increase the speed of resolution of any issue on the device. Additionally, the hi.guru field services application will efficiently enable a field service force to manage their device install base.*

### Smart Routing

hi.guru has the ability to smartly route incoming messages or alerts, as it detects which field service agents are available, and routes the alert or message instantly. The routing service does load balancing and uses a set of predefined configurable algorithms to determine which field service agents, with specific skill sets, should be matched to which devices. This promotes an increase in the first-time fix by getting the right person to the right place at the right time.

### Mobile

The hi.guru app provides field service agents and service managers with mobile access to everything they need in the field. Service quality and efficiency are enhanced as a field service agent is able to send through specific action commands to a device from their mobile.

### Rich Media

The hi.guru platform supports the exchange of rich media such as images, video, audio, files, as well as locations. Field service agents are able to record and transmit images, audio, and video and send them through to back-office teams or managers. This ensures that the decision-makers have eyes on the ground in hundreds or thousands of locations.

### Scalable Platform

The hi.guru platform promotes and enhances operational productivity as it is highly configurable and extensible, thus enabling seamless access to IoT diagnostics, collaboration, asset database, checklists, and knowledge bases to ensure that all field service agents on the go don't need to slow down.

*Whether you are an enterprise client or a smaller business, hi.guru offers a unique and customisable solution to suit your business needs.*