

Putting Your Data to Work

Between a history of messy data entry and lacking resources to make sense of it all, a national distributor was sitting on a pile of data that they couldn't use. Unsure of how to go about deciphering and sorting this data, they turned to BUNN for help.

THE CLIENT ISSUE

Before approaching BUNN, the distributor was struggling to learn from their history of business. Though they technically had the data stored, there was no way for them to build an analysis and thus, no way to draw meaningful insights. As business went on, this pool of untapped information was beginning to take a toll on their ability to make decisions and feel confident in their approach to customer care.

PROPOSED SOLUTION

Where some saw a mountain of inaccessible data, BUNN saw an opportunity to illuminate the darkness plaguing the distributor's business decisions. An extensive discovery process was led by BUNN experts to uncover every aspect affecting the quality of the data. They found that not only were the data fields corrupted and contained mismatched formatting, but the entry system was neglecting to record some areas of vital information all together. The suggestion was simple: let BUNN handle all service data activities as part of an End-to-End service model.

SOLUTION EVALUATION

Luckily, since the data was intact, BUNN's service professionals had all they needed to get to work. Existing data was scrubbed for corruptions and re-released in a unified format. Data entry was upgraded to record every aspect of the distributor's business, including installation, a comprehensive list of maintenance activities, warehousing, assets, shipping and many more reports. These tasks were carried out by specifically trained BUNN-trained personnel and veteran BUNN experts, and supported by BUNN's own 24/7/365 call center.

FINAL RESULTS

This newfound visibility gave the distributor valuable insights in just a few months. Inefficient shipping routes and cost-ineffective freight solutions were among the first pain points to be identified and resolved. Next, business locations began to reveal their true profitability and helped identify where attention was needed.

The success of this project lied in the increased data integrity, reporting bandwidth, and timeliness of reports. The quality and consistency of the data provided quick feedback that provided clear lines of action for the distributor. By allowing BUNN to take the reins on all their service activities, the distributor only had to engage with one point of contact while BUNN took care of the rest.

Want to learn how BUNN can serve your needs?

Call your BUNN representative at (123) 456-7890