

It's okay that you
don't love data,
we do.

CATALYTIX



masternaut
A MICHELIN GROUP COMPANY

Using data to do more with less; a customer story

Our customers present us with a whole myriad of challenges, but they all boil down to pretty much the same thing: Do more, with less and be smart about your choices. Here's a look at what we did for one company...

WHO WAS THE CLIENT?

A large building services company with **230 technicians**



WHAT WAS THE OBJECTIVE



Improve customer satisfaction



Lower costs



Use digital innovation to improve customer experience



Show clear improvements based on reliable data

OUR APPROACH



We analysed existing data sets and completed a 360 diagnosis



Identified and prioritised areas of the business that would add the most value



Detailed ROI measures and action plans

WHAT WE FOUND

We identified key digital levers that would lead to substantial gain...



Productivity increase



Fleet cost reduction



Customer experience improvement

THE RESULTS

Gains worth €2m.

The vision



Technicians and equipment managed through their vehicles

- A fleet connected by telematics devices, monitored to optimise costs
- An eco-conduct approach with proven results and the top management joining the drivers



Happy customers

- A fluid customer journey with proactivity to showcase expertise
- Reduced deadlines and increased visibility on the whereabouts of technicians



Clear productivity goals

- One extra appointment per engineer per day
- Reduced constraints allowing for more agile planning
- Optimisation of journeys thanks to visibility on vehicles and equipment
- Less disruptive emergency management on planned activity



Decisions driven by performance

- A unified organisation
- Monitoring of performance indicators continually improving practices processes and tools
- Reliable data to enable decision making

One size fits all?

Not exactly. We worked hard to understand this client and intricacies of their business. Your business is made up of different people, with different challenges and different objectives. We have the expertise and the competency to map out a journey that would maximise savings within your business. But it will be unique to you.



So, what is

CATALYTIX?

A team of smart individuals who love working with data.

You probably didn't find yourself in your role because of your love of data. And yet, data analytics is becoming an integral part of any position that manages vehicles or drivers. To maximise number of jobs per day, or get engineers to jobs faster in urgent situations.

We've employed the data scientists so that you don't have to become one.

The Catalytix team operate in three main areas:

CONSULTING

Trawl through endless data points to discover unseen advantages that your business is not yet leveraging. Then making recommendations that will result in huge savings.

PROJECT MANAGEMENT

Working with the right people and teams to implementing the changes and making them a reality for your organisation.

TRAINING

Ensuring longevity in the strategy by empowering your people.



Paris | Londres | Leeds | Rouen
Masternaut | One Eversholt Street | London | NW1 2DN
T. +44 (0)113 281 4000 E. info@masternaut.com
www.masternaut.com