

RiM

Resource Infrastructure Management (RiM) optimizes resource utilization, enhances infrastructure returns, and simplifies organizational capacity management through advanced technology-driven solutions and services.

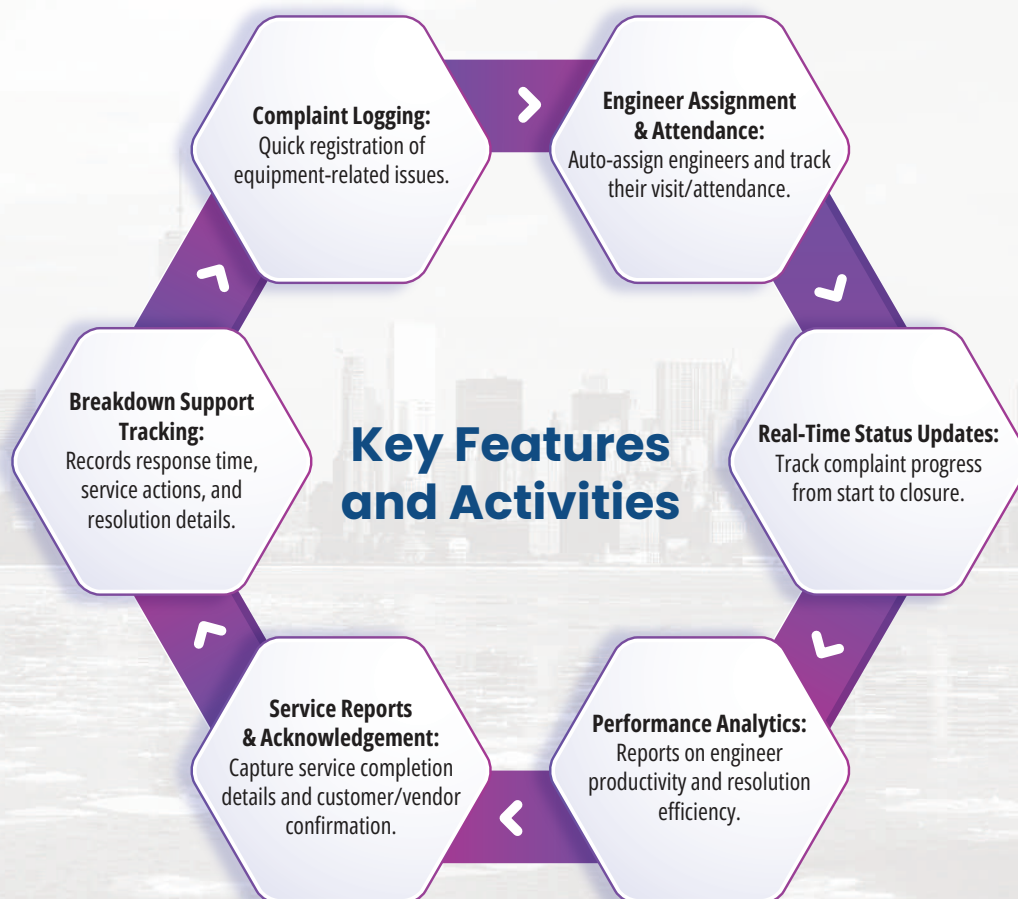


About Us

We deliver innovative software and automation solutions tailored to evolving business needs. Our smart technologies boost efficiency, improve connectivity and keep industries future-ready.

Complaint Management System

The Complaint Management System (CMS) centralizes breakdown support by logging complaints, assigning engineers, and tracking their attendance and service progress. It ensures quick issue resolution with complete transparency and accurate service records.



Case Studies

Overview:

A large manufacturing and service company managing multiple customer sites needed a centralized solution to handle breakdown complaints, track field engineers, and monitor service resolution. Their manual process caused delays, poor visibility, and inconsistent reporting.

Business Challenges:

No centralized system for logging complaints



Poor tracking of service completion and acknowledgment



Slow engineer assignment and response



Limited reporting for management



No visibility into engineer attendance/performance



Solution:

A digital Complaint Management System was developed to automate the entire service lifecycle from complaint registration to closure. The system allowed engineers to log attendance, update service status, and capture customer acknowledgment in real time. Customers and vendors gained full visibility of complaint status and escalations.

Key Features:

Engineer Assignment & Attendance:

Auto-assign engineers; track attendance via mobile.

02

Service Visit Log:

Engineers record service details with customer acknowledgment.

04

Dashboard & Analytics:

Reports on complaints, response time, and engineer performance.

06

01

Complaint Registration:

Log issues with category, priority, and details.

03

Workflow & Escalation:

Automated tracking and escalation for pending cases.

05

Real-Time Updates:

Complaint and service status visibility for all stakeholders.

Implementation Approach:

- Requirement gathering.
- System design (web & mobile).
- Integration with internal systems.
- Testing.
- Deployment & training.



Conclusion:

The Complaint Management System streamlined service operations, improved accountability, and delivered faster, more transparent support across all customer sites.

Benefits

- Streamlines breakdown support and complaint resolution workflows.
- Improves customer satisfaction through faster and transparent service tracking.
- Enhances accountability of field engineers through attendance and activity monitoring.
- Provides valuable insights into recurring equipment issues and service trends.
- Strengthens vendor and customer relationships through efficient support management.

Scan for Location

Sapthagiri, #12, 60 Feet Road
NHBC Layout, Prashanth Nagar,
Bangalore - 560 079
Land Mark: Opp Karnataka Bank,
Prashanth Nagar.

