

CASE STUDY

How a leading Service Company Upskilled their Team to Increase First-Time Fix Rates by 22% in just one month.

OVERVIEW

Process Expert by RIOT Industrial is a Closed-Source AI platform that helps technicians work faster, standardizes problem-solving, and protects the operational integrity of industrial teams.

BACKGROUND

A forward-thinking service company supporting complex commercial systems needed to streamline troubleshooting across more than 60 equipment types. With increasing demand, growing technician turnover, and inconsistent service quality, the company turned to Process Expert—RIOT Industrial's Closed-Source AI assistant—to scale field expertise and unlock new operational margins.

The result? A 22% increase in First-Time Fix Rate (FTFR) in just the first month of rollout—without any increase in material costs or headcount



THE CHALLENGE



Field technicians were expected to troubleshoot an enormous variety of equipment, much of it unfamiliar. Knowledge was siloed in individual techs' heads, and new hires took months to ramp up. Without standardized procedures, every call carried uncertainty—impacting job efficiency, customer satisfaction, and service profitability.

Business constraints included:

- Low First-Time Fix Rates
- Revenue lost to callbacks and rework
- Lengthy onboarding for new techs
- Inability to scale operations predictably

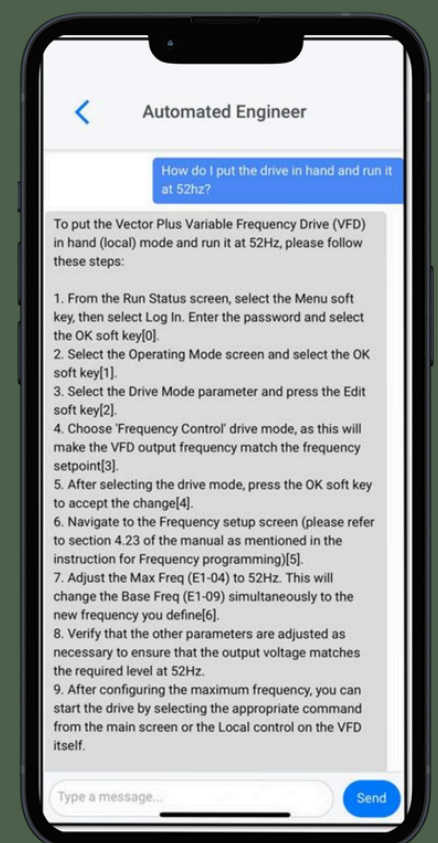
TECHNICAL IMPLEMENTATION

The company implemented Process Expert, an AI-powered troubleshooting engine, accessible via mobile app. The tool served as a real-time digital expert for field technicians.

The Solution Ingested:

- OEM manuals and schematics
- Internal service records
- Troubleshooting protocols
- Machine logic and network diagrams
- Technician-uploaded observations

Technicians could interface with the AI using plain language, and Process Expert returned context-specific guidance instantly. As field teams documented fixes, Process Expert's knowledge base improved—turning every job into an opportunity for system-wide learning.



SOLUTIONS

The Service Company used Process Expert to give field technicians a competitive advantage for all the products they support. Using an intuitive mobile app, technicians gained instant access to a secure, AI-driven support library.

AI-ENABLED IN 15 MINUTES

- Backend Setup
 - Step-by-Step setup tutorial to configure the AI with the needed information
 - This included manuals, records, SOPs, programs, diagrams, and the company's secret sauce
- Technician Access
 - Technicians downloaded the mobile app on their phones or field tablets
 - Open the Process Expert app, technicians now had a full interactive AI library troubleshooting library in their pocket
- Customer Access
 - When a customer requested access for their internal maintenance staff, the service company used the Process Expert Management page to generate and print a QR code on Hi-Viz vinyl tape that could be accessed from any mobile device without the app
 - Process Expert was set to answer basic questions for the customer (i.e., "How do I change setting XYZ?"), but will direct them to call if the problem was bigger (i.e., "Why is my unit vibrating so much?")

OUTCOME

The Service Company's innovative approach paid off instantly. In just the first month, the intelligence value-add increased margins while also increasing customer engagement and new orders.

WITHIN FIRST 30 DAYS

- ✓ 35% Reduction in Time-to-Resolution
 - Each job completed faster = more jobs per tech, per day.
 - Revenue Impact: With an average service job time dropping from 90 minutes to 60, each technician can perform ~1 extra job daily.
- 🔧 22% Improvement in First-Time Fix Rate
 - AI guidance reduces trial-and-error.
 - Revenue Impact: Fewer callbacks mean lower labor cost per job and more billable service hours.
- 📈 50% Faster Onboarding to Billable Work
 - New hires reach productivity in weeks, not months.
 - Revenue Impact: Compressing a 3-month ramp-up into 6 weeks accelerates revenue generation and reduces training overhead.
- 📊 Service Data Enables New Revenue Streams
 - AI logs provide insights into high-frequency failures and technician behavior.
 - Revenue Impact: Informed the launch of a premium “AI-Powered Support” tier, generating recurring monthly revenue from top clients.

RESULTS

Clients appreciated the modern support experience.

“The Process Expert has turned our new greenhorns into seasoned pros—huge win.”

—Service Manager

TAKE AWAY

By embedding the Process Expert into their workflows, this service company turned a commoditized deliverable into a living, breathing support solution.

The AI-powered interface of the Process Expert not only improved customer satisfaction but also unlocked recurring value and margin expansion in a traditionally tight-margin industry.

Process Expert isn't just a support tool—it's a revenue strategy.

RIOT Industrial: Smart solutions for smart companies.

CONTACT US TODAY

Inspired by this success story?

Call today for a
Free 14 Day Trial

BOOK NOW



RIOT INDUSTRIAL

888-755-7573

LETSTALK@RIOTINDUSTRIAL.COM

