Eight Million Video & Broadband Products at a Time
iQor Sends Savings and Satisfaction Sky-High for the World's #1 Communications Provider

CUSTOMER SNAPSHOT

Client:
Video and Broadband Provider

Pillars of Service:
Logistics & Product Services
Revenue Generation
Omni-channel CX Solutions
Technical Solutions
Analytics-Enabled Retention

iQor Service Centers:
U.S., Mexico and Philippines

Program Start:
1997

Annual Product Interactions:
562,000,000

In 2017, "over-the-top" streaming services reached 153 million subscribers in the U.S., a number that is expected to triple by 2020. Plug-in streaming sticks are priced as low as $35, offering instant, affordable access to favorite TV shows, movies and even live events anywhere there is Internet service.

There has never been more choice for home entertainment, which means today's telecommunications industry has never been more competitive. But even in this sea of choices, one competitor sails ahead of the rest, powered by a holistic product support ecosystem fueled by quality, experience, and automation.

LOGISTICS AND PRODUCT SERVICES

Millions of Devices, Million$ in Savings

Customers with product issues benefit from iQor's unique global repair/refurbishment capabilities.

Every year iQor processes and repairs approximately 8 million video & broadband devices for the communications provider, supporting more than 30 models in and out of warranty with various technological specifications, and achieving continuous improvement in efficiency and cost savings. Millions have been saved in labor and materials, with an associated reduction of Work-in-Progress (WIP) that has reached as low as 3 days.

Putting Defective Products to the Test

To figure out what's wrong with returned products, technicians get tough in iQor's ISO 17025-certified Failure Analysis Laboratory (FAL). Returned video and broadband devices are cycled through extreme thermal shocks, freezing temperatures and high humidity. They are dropped, rattled, and tested for every possible environment and situation, including the bumpy ride the devices take on from the truck to the repair center, and back to the customer's home.

Technicians capture and analyze all information to resolve issues. They also participate in frequent conference calls with original equipment manufacturers (OEM) to share insights of how product design could be improved. The Failure Analysis Lab has helped this client extend the life of its products and lower its failure rate to less than 0.5%.

Good as New? Not Good Enough

Because of iQor initiatives in failure analysis, testing and product handling, refurbished video and broadband devices for the communications provider now have an even higher quality than new ones. The bounce rate—the number of units returned multiple times—has decreased to 0.46% from 4.3%, resulting in millions saved in new buy avoidance.

Taking the Trouble Out of Troubleshooting

Senior technicians have made troubleshooting repairs as easy as following a recipe in a cookbook by capturing their own valuable knowledge and integrating it with Internet of Things (IoT) technology. iQor's troubleshooting system is able to scan a unit and automatically match the repair solution based on the failure code. The system then walks the technician through the repair process in real-time, adjusting its steps based on unresolved errors until the unit is completely repaired. Not only does the client benefit from speedy debugging, which dropped by 20%, new technicians are trained in 75% less time, from 6 months to 1.5 months, creating more opportunity for diverse labor.

Quality and Speed. You Can Have It All.

There's no need to sacrifice quality with high-volume products. iQor uses a combination of machine learning and low-touch automation to accelerate savings without sacrificing quality for customers. Through a smart-scanner, 75 units per minute (36,000 devices received in eight-hours) are captured on the receiving line, and in a split second, are automatically routed to their receiving zone to continue their product journey. Some units will inevitably be pushed to screening repair. iQor's automated cosmetic screening bot speeds that up too. It automatically screens units through a series of photos, analyzing and determining if cosmetic repair is necessary producing higher repair yields and saving millions in labor and material costs.

Broadcast-Worthy Numbers

0.46%
repeat return rate

60%
reduction in number of inventory days on hold

16%
increase in outbound efficiency

12%
labor/materials reduction

iQor