

CASE STUDY

Mobile application for managing service requests

COMPANY **sescom**

CHALLENGE

As part of its development strategy, SESCOM has decided to enable customers to report and manage faults not only via the online platform, but also via a dedicated mobile application. INNOKREA was asked to carry out this task.

SOLUTION

Our team of programmers designed and then developed a mobile application for Sescom, which provides significant support in the technical maintenance of network branches. This resulted in a tool for quickly submitting reports, among others. regarding technical faults and managing their efficient implementation.

The application is available on Android and iOS devices. The application has a functional and intuitive interface and allows direct contact with Sescom - a telephone call can be made from the application level without the need to search for a contact person.

BUSINESS EFFECT

The application has improved the communication and submission process between SESCOM and its clients. The effects and improvements include:

- Possibility to report a problem from the application level at any place and time.
- Full control over your reports - mobile access to information 24/7, regardless of the user's location.
- Constant monitoring of the progress of work being carried out.

Sescom appreciated our product for the fact that, at the time of implementation, it was distinguished by adapting its functionality to the needs and requirements of the company.

Project in numbers

- **500+ satisfied users**
- **50% faster fault reporting**
- **It took 12 weeks to create the application**

About the client

SESCOM is an international company providing comprehensive Facility Management services for retail chains - it ensures technical maintenance and optimization of the functioning of chain outlets throughout their entire life cycle.



Our cooperation within the project was very good. The INNOKREA team was able to listen to our needs and transform them into an effective application.

Slawomir Halbryt

President of the Management Board of Sescom S.A.