



MSX Field Engineer

Enhance your automotive
technical performance



Driving performance excellence

MSX Field Engineers improve automotive technical and warranty performance. Our teams of experienced technical engineers help investigate and solve complex issues in real-world scenarios, guiding dealers and engineers towards a solution. Their technical expertise and analysis can be essential in providing accurate information and supporting legal and pre-legal investigations or disputes for escalated and unresolved cases.

<3

**Working days dealer
visit lead time***

>90%

**Improvement of
FRFT rate**

100%

Tickets updated

*average per visit type

Our extensive technical knowledge allows us to provide comprehensive and informed support to our clients. Our engineers have a deep understanding of the vehicle product portfolios of various brands, including insights into past quality issues, electrical diagnostics, repair methods, and mechanical diagnostics.



Improve dealer performance and customer satisfaction

MSX Field Engineer assists you in achieving enhanced dealer technical support, while maximizing customer satisfaction, loyalty, and lifetime value for existing and potential customers.

We play a pivotal role in facilitating efficient communication and collaboration and act as a single point of contact, bridging the gap between product investigators and product development for unresolved vehicles, and serving as a central point of contact between the CRC and technical investigators for escalated and unresolved cases. Our goal is to streamline processes and ensure effective resolution for complex automotive issues.

The performance of an automotive technical helpdesk is crucial in providing effective support and maintaining customer satisfaction. Some key performance indicators (KPIs) used to measure the success of an automotive technical helpdesk include:

Fix-it-right-first-time (FRFT) rate: The percentage of time in which a technician is able to fix the issue the first time, without need for additional expertise, information, or parts.

Customer Satisfaction (CSAT) score: Measuring customer satisfaction through post-service surveys or feedback forms to ensure the service meets or exceeds customer expectations.

Dealer Satisfaction (DSAT) score: Measuring dealer satisfaction through post-service surveys or feedback forms to ensure the field engineer's service meets or exceeds technician's expectations.

Response Time: The time taken by the field engineer to respond to a service request or technical issue from the initial contact.

Average Resolution Time: The average time it takes for the field engineer to resolve technical problems or complete service tasks on-site.

Utilization Rate: The percentage of time the field engineer spends on productive work, such as servicing vehicles or providing technical support, versus non-productive tasks like travel or administrative work.

Number of Service Visits per Vehicle: Monitoring the number of service visits required per vehicle can highlight potential recurring issues that need attention.

Vehicle Uptime/Downtime: Tracking the time, a vehicle is operational (uptime) versus the time it is unavailable for use (downtime) after receiving service.

Service Documentation Accuracy: Ensuring accurate and complete documentation of service activities, including work orders, reports, and feedback.



Enhancing reliability

An MSX Field Engineer can provide valuable assistance for a vehicle that is off-road or experiencing technical issues. With expertise in diagnosing and repairing a range of technical issues, our Field Engineers offer on-site assistance, performing emergency repairs to make vehicles drivable and managing spare parts for efficient maintenance. Conducting thorough vehicle inspections and field testing, they ensure the off-road vehicles meet safety standards, especially vital in demanding environments.

Additionally, MSX Field Engineers provide training, establish remote communication, and coordinate emergency responses, contributing to the overall reliability and safety of off-road vehicles in challenging terrains. Their multifaceted role encompasses environmental considerations, assessing the impact of vehicle operations and promoting eco-friendly practices in a variety of settings.



Delivering MSX Field Engineer services

We continually strive to enhance the OEM's brand reputation, delivering a premium service in a number of ways.

Preparation and support: Our field engineers gather relevant materials and information prior to the visit, and support dealers with on-site visits or remote assistance to resolve technical concerns.

Utilize technology: We explore remote technology options to resolve issues without physical visits and improve fix time and use remote audio-visual technology for follow-up and quick resolution of cases.

Professional visit and reporting: To ensure brand reputation and corporate standards are adhered to throughout the customer experience our field engineers submit comprehensive reports documenting technical cases, investigations, root cause analysis, and repair recommendations.

Timely follow-up: A follow up with the dealer (and occasionally the customer) ensures completion of the reason for the visit.

Efficient collaboration and investigation: Establishing direct communication between the helpdesk staff and field engineer staff allows for efficient qualification of complex cases. We provide field engineers with necessary resources and support and manage "special investigation" tasks to facilitate prompt development and action on product investigation plans.

Outperform expectations with MSX

We are standing by to help you enhance your automotive technical performance. Equipped with an advanced suite of tools and expertise, we can offer support in the investigation and resolution of complex issues, improve your communication and collaboration, and improve overall customer satisfaction.

MSX Field Engineer

Get in touch with us today!

Nicola Zorz

Global Solutions Leader

nzorz@msxi.com

