

# Hyster-Yale Provides Dealers On-demand Access To Match Certified Technicians to Incoming Work With ZeroedIn Platform

**Hyster-Yale** with over 8200 employees nationwide designs, engineers, manufactures, sells, and services a comprehensive line of lift trucks and aftermarket parts, covering hundreds of end-user applications in more than 700 industries across 12 countries.

## The Challenge

With all of this power at its fingertips, Hyster-Yale lacked tools to provide insight into its multi-level service technician certification program for the global network of independent dealers that sell and service its products. Keeping track of the numerous service technicians as they work their way through certification is crucial to workforce planning since financial reimbursement by Hyster-Yale to dealers for warranty-related service repairs require dealer technicians be trained and certified on the products on which they work. Additionally, the Hyster-Yale warranty department had little visibility into dealer certification records in order to validate incoming warranty reimbursement requests. Hyster-Yale reimburses only for work performed by certified dealer service technicians. Thus, when a claim was filed for reimbursement by a dealer, the warranty department had no source of record from which to validate, pay, or reject.

Before Hyster-Yale partnered with ZeroedIn, dealers had to keep their own records or rely on phone calls to Hyster-Yale to identify which service technicians were certified on which products and to what level, and they had no way of tracking the progress of service technicians as they worked toward certification. These shortcomings created confusion and consumed a great deal of time – neither of which a company that competes on the global market can afford.

## The Solution

The ZeroedIn team implemented a solution for Hyster-Yale that included a series of secure, on-demand sales and service certification dashboards



### CHALLENGE:

Provide insight into multi-level service technician certification program for the global network of dealers that sell and service Hyster-Yale products

### SOLUTION:

Solution included a series of secure, on-demand sales & service certification dashboards that external dealers can easily access from their own portal

### PRODUCT:

ZeroedIn Analytics Platform

that dealers can easily access from their own portal. Specifically, the ZeroedIn people analytics platform provides Hyster-Yale with:

- Cloud hosted and managed services so dealers can access certification and training records from any location – and they can search for the technician they need to perform warranty work by certification level and product
- Nightly integration with their vendor-hosted learning management system (LMS) to provide the most up-to-date information on certification status and progress
- Personalized dealer-specific dashboards, thanks to ZeroedIn's capabilities to securely control access to slices of large data sets
- Outbound nightly data transfer of dealer certification status records from ZeroedIn to Hyster-Yale warranty department to validate against incoming dealer warranty claims

## The Results

Partnering with ZeroedIn gave Hyster-Yale the powerful platform it needs to better serve its independent dealers and to help them stay compliant with warranties as well as save them both time and money.

Now dealers can rest assured that their warranty reimbursement claims will be honored by Hyster-Yale because they have the accurate, up-to-date information they need to identify and match certified service technicians against incoming product service work. Plus, this information supported the overall workforce planning strategy and its effective deployment for both Hyster-Yale and its external dealer network.

