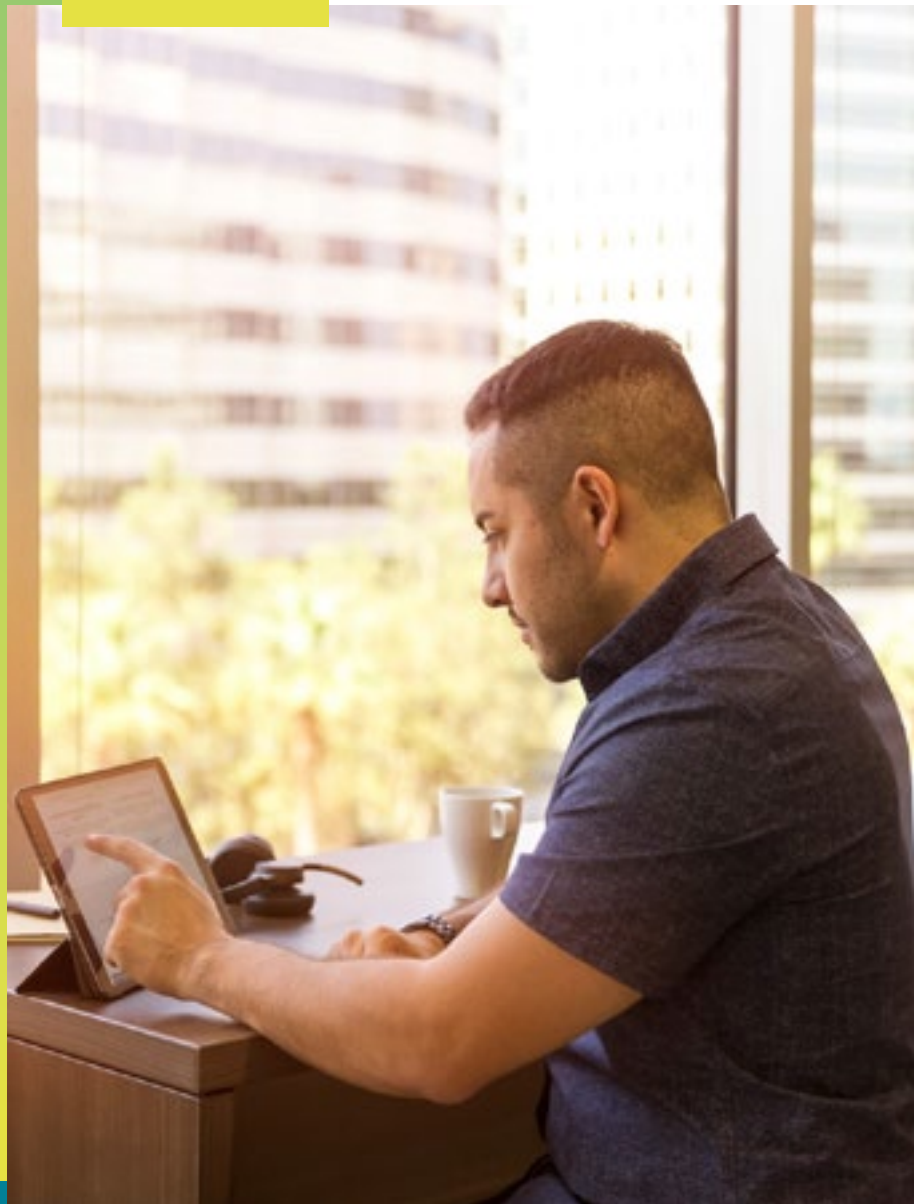


Product Field Testing

Hardware field testing is a nuanced and often counter-intuitive process. Everise is specialized in the IoT and smart home market and has acquired extensive experience resolving these unique issues.

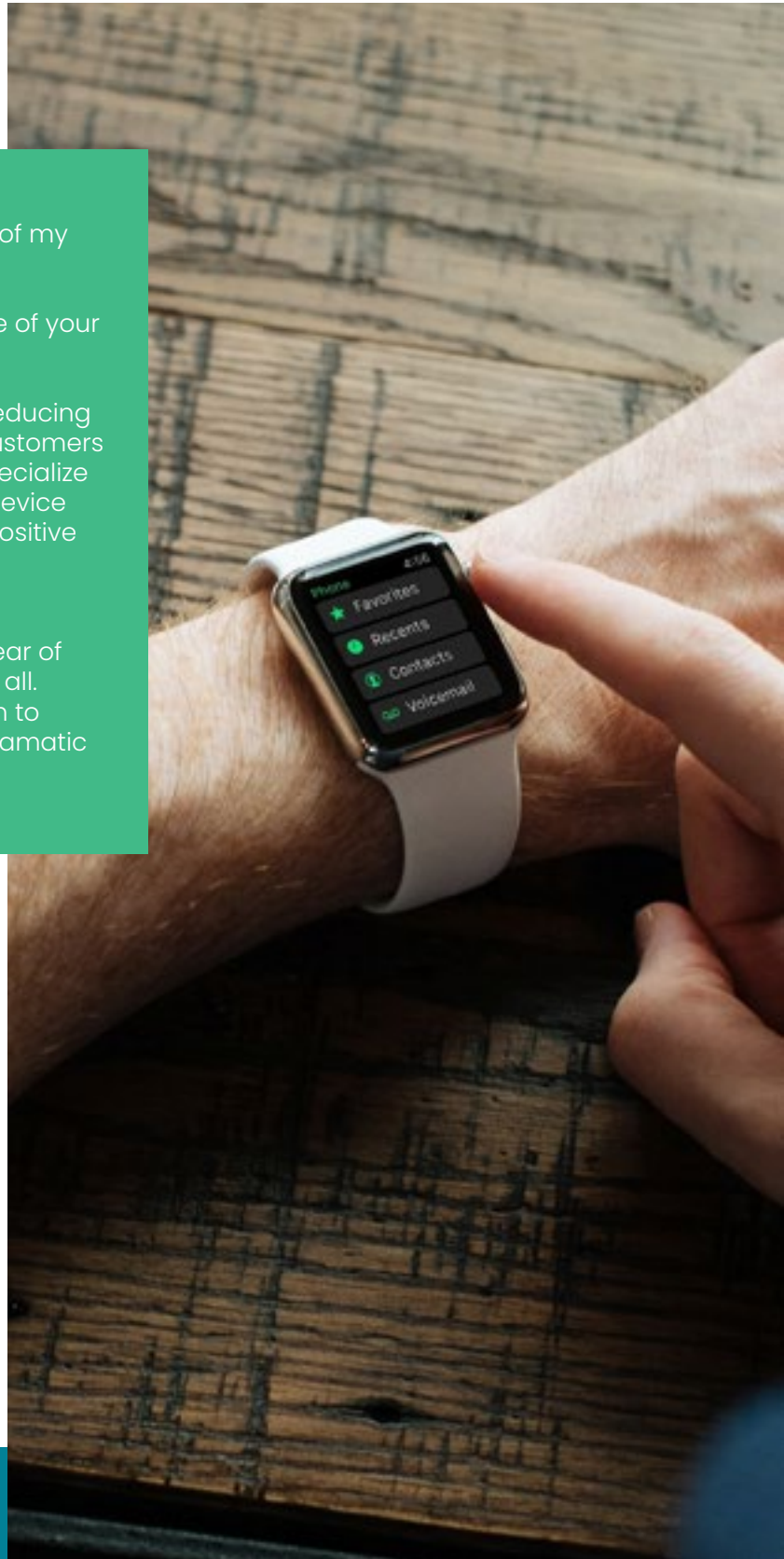


Q: When is the best time to fix the source of my products toughest support call?

A: Ideally a few months before the release of your product.

Everise shares your goal of significantly reducing customer contacts and elevating your customers experience with your products. Everise specialize in helping nascent IoT and smart home device companies establish more meaningful, positive and sustainable relationships with their customers.

Our seasoned usability experts lean on year of solving post-release issues. We've seen it all. Our experience and systematic approach to data collection and analysis produces dramatic improvements long before release.



CASE STUDY:

CLIENT

Industry-leading smart home hardware and software maker.

STRATEGY

Using the Everise Systematic Insights methodology, combining hard data with agent experience, agents took delivery of and meticulously scrutinized pre-release product models, beginning with extensive documentation of the unboxing experience. From there, every likely customer interaction with the product was analyzed and assessed for its plausibility to generate customer contacts.

These were then reported back to the client with an accompanying set of recommendations, ranging from additional documentation clarity to substantive hardware or software adjustments.

CHALLENGE

To pre-emptively mitigate customer contact costs by analyzing pre-release hardware to identify product bugs – and often features – most likely to spark customer issues in the future.

OUTCOME

The Everise field testing team filed 398 bug report tickets with the client, of which 318 resulted in pre-release improvements – a remarkably high response rate of 80%.

By pairing field testing with Systematic Insights, the client further reduced product returns by 32,000 per year, with directly attributable savings of

2.4 MILLION DOLLARS

Learn how Everise can leverage our extensive expertise in the IoT and smart home space to resolve product experience issues, before they happen.

**CONTACT US
TO LEARN MORE**

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