



Castelan Group

Castelan Group are specialists in warranties, claims handling, insurance validation, inspection services and customer care. With more than 1,500,000 UK households benefiting from Castelan Group warranty, care solutions, validation, repair and restoration services Castelan is a proven leader in delivering value to retail and insurance businesses and peace of mind to customers and policy holders. Customers can opt for a complete end-to-end service incorporating warranties, claims handling, validation, mobile repairs and care kits, or simply select the individual elements.

The Challenge

Castelan was looking for an outsourced solution to manage all aspects of third party network to reduce operational costs, conserve capital budget and lower operating expenses while delivering a best-in-class field service experience for customers.

The Solution

Castelan selected ServicePower's full Managed Services solution which has resulted in:

- Improved agility to adjust to market demand
- Reduced operational costs
- Shorter turn around times leading to a higher first-time-fix rates
- Improved customer experience

The Results



15%
increase in
first-time-fix rates



25%
increase in
technician
effectiveness



Reduction in cost
per repair



Reduced risk of
multiple visits
for repair or
replacement

"I've never even looked at any other vendor; we have a great relationship with ServicePower and they consistently meet all of our needs."

- Steve Winter-Gray, Performance Manager, Castelan

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