

## DCISIVE CASE STUDY

# Intelligence at Scale: Transforming Appliance Service

Providing deep context and unstructured data management for home innovation leaders.

**Millions**

FILES INDEXED

**75%**

STORAGE SAVINGS

**Instant**

FILE ACCESS

## The Challenge

As a global leader in home innovation, Fisher & Paykel generates immense volumes of unstructured data daily—from high-resolution installation imagery to complex service reports. This content growth presented a significant opportunity to optimise storage costs and increase operational visibility across both back-office and field teams.

## The Solution

**Dcisive** deployed its Unstructured Data Intelligence Layer, offloading media to AWS S3 while maintaining a live, searchable index in Salesforce. This solution allowed the organisation to achieve substantial storage efficiencies and unified the experience for all users.

*“Dcisive provided us with a powerful intelligence layer over our file storage—and the team was exceptionally easy to work with from day one. They made the entire process seamless.”*

— Rudi Khoury, Chief Digital Officer, Fisher & Paykel

## Deployment Snapshot

SOURCE PLATFORM

**Salesforce**

CLOUD STORAGE

**AWS S3**

SCOPE

**Enterprise-wide**

GO-LIVE

**Under 1 Month**

## Key Capabilities

### Automated Data Lifecycle

Files migrate to S3 based on status or age, resulting in an immediate 75% reduction in primary storage overhead.

### Zero-Disruption Integration

Users view files natively in Salesforce with no restore wait time. The backend integration is entirely invisible.

### Contextual & Geospatial Visibility

Teams locate photos and documents through contextual and map-based searches, then browse results in a user-friendly gallery view to see exactly what equipment looks like on site.

### Advanced Intelligence Layer

Files are enriched with system context, creating high-fidelity data sets ready for AI and advanced analytics.

## Key Benefits

- **75% Storage Cost Reduction:** Massive optimisation of the primary CRM data footprint.
- **Unified Operations:** Shared access to high-fidelity asset history for all back-office and field staff.
- **Seamless Compliance:** Every document lifecycle move is logged for absolute auditability.
- **Duplicate File Detection:** Over 1 million duplicate files identified and flagged for review and removal.
- **Improved Decision Speed:** Instant access to repair history leads to higher fix rates.

## Future-Ready Foundation

By structuring their unstructured data today, Fisher & Paykel has built a foundation for the next wave of AI-driven transformation. These records are now high-fidelity inputs ready for intelligent automation.

### About Dcisive

**Dcisive** is the unstructured data intelligence layer for the enterprise. We help organisations take control of their files—reducing storage costs, enriching metadata, and unlocking data for AI-driven workflows—across any system, whether ERP, EAM, CRM, or beyond. From deployment to ongoing optimisation, our team partners closely with every client to deliver measurable outcomes.

READY TO TRANSFORM YOUR DATA?

[www.dcisive.io](http://www.dcisive.io)