



CASE STUDY

Powerscreen boosts service efficiency and technician confidence with AI



About Powerscreen

Powerscreen is a leading provider of mobile crushing and screening equipment, serving quarrying, mining, and recycling industries worldwide. Through its extensive dealer network, the company delivers equipment, parts, and service support to keep operations running at peak performance.

Closing the knowledge gap for new technicians

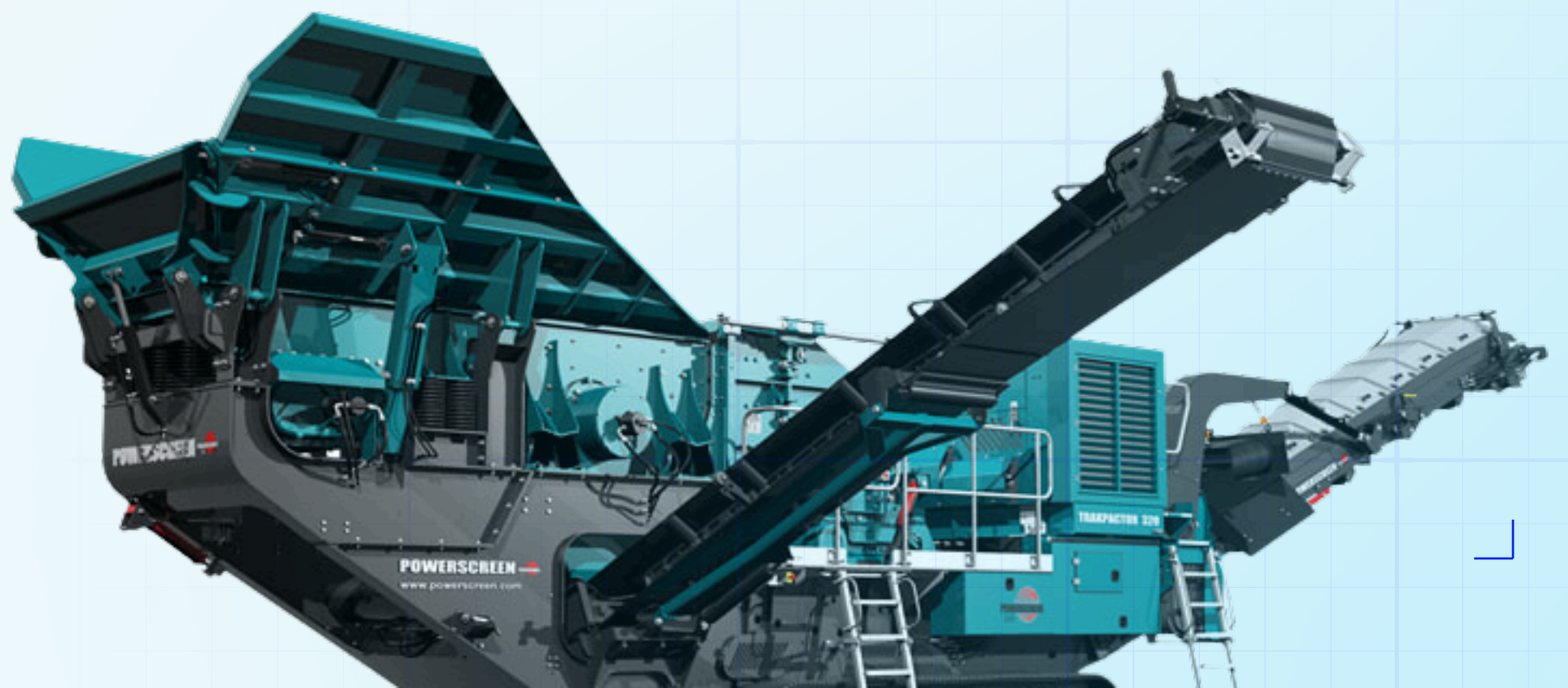
With many younger, less experienced technicians entering the workforce, Powerscreen needed a faster way to give them the confidence to troubleshoot issues on site. Legacy systems like the Dealer Portal slowed them down with endless clicks and searches, while simple questions could take 15–20 minutes to answer.

Instant answers with Ask Powerscreen powered by Aquant AI

To solve this, Powerscreen launched Ask Powerscreen, powered by Aquant AI. Now, technicians get instant access to troubleshooting steps and parts information through a mobile app—no digging, no delays. The tool boosts technician confidence, accelerates customer support, and enables staff to share answers seamlessly.

“Using Ask Powerscreen versus what we did before Dealer Portal is a tremendous difference... Instead of digging for information, it’s delivered to us within seconds.”

— Alan Coulter, Owner, Powerscreen Crushing & Screening



From multiple trips to single-visit resolutions

Previously, technicians often had to make two visits: one to diagnose and another to return with the right part. With Ask Powerscreen, they can identify the issue in advance, bring the correct part on the first trip, and complete the job in a single visit—saving time for both staff and customers.

Hours saved, confidence gained, happy customers

The impact goes beyond field techs. Even sales reps with less technical experience can now answer customer questions instantly.

The result:

**Single-trip fixes
instead of repeat
visits.**

**Up to 1 hour saved
per day, per
technician**

**Increased technician
confidence at every
skill level**

**Faster, more accurate
responses that improve
customer satisfaction**

Key takeaway

With Ask Powerscreen powered by Aquant AI, the company has transformed its service operations—equipping technicians with instant answers, saving hours daily, and delivering higher-quality service across its large U.S. territory. Aquant's AI has become a cornerstone of Powerscreen's service success.



Agentic AI for professionals servicing complex equipment

Aquant is the only agentic AI platform purpose-built for service organizations that maintain complex equipment. By combining domain expertise with intelligent agents, Aquant delivers expert-level answers tailored to every task, user, and machine. The platform captures and applies service data and institutional knowledge to improve troubleshooting, accelerate training, reduce costs, and transform service operations into revenue drivers.

Learn more at www.aquant.ai.

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