****[A green sign with white text

Description automatically generated](https://www.smartsheet.com/try-it?trp=11980&utm_source=template-word&utm_medium=content&utm_campaign=Problem-Solution-Impact+Case+Study+Example-word-11980&lpa=Problem-Solution-Impact+Case+Study+Example+word+11980)**PROBLEM-SOLUTION-IMPACT  
CASE STUDY TEMPLATE   
for Microsoft Word EXAMPLE**

When using the Problem-Solution-Impact Case Study Template, first use the Issue section to identify and describe a specific challenge that your client faced. Then detail the effects of this issue under the Impact section. Finally, use the Solution section to explain the strategies and actions you’ve taken to resolve the problem, ensuring a clear, concise narrative for each component. This approach will help you effectively communicate the challenges, their repercussions, and the successful resolutions, allowing you to provide a comprehensive and engaging case study.

VERSION 3.0

DATE: MM/DD/YY

AUTHOR: Lori Garcia

Contact: Phone – 123.456.7890 | Email Address

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Description automatically generated with medium confidenceISSUE **1**

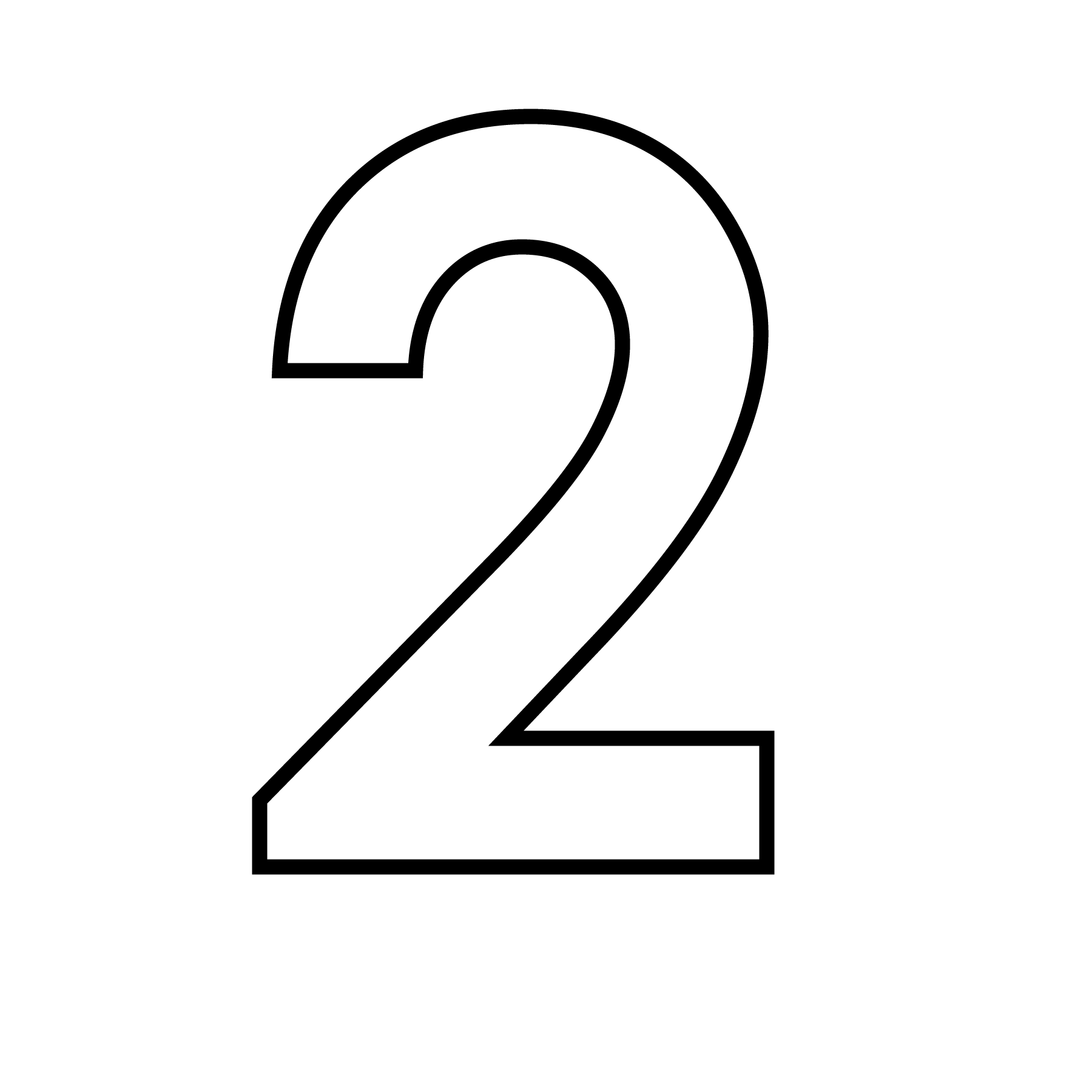
**ISSUE** EXPLANATION

Inadequate high-speed charging stations in key urban areas, leading to extended downtime for our EV logistics fleet.

**IMPACT** EXPLANATION

This limitation resulted in a 20% decrease in delivery efficiency and a noticeable dip in customer satisfaction due to delayed shipments.

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| **SOLUTION** EXPLANATION  Positive Charge installed advanced, rapid-charging stations at strategic urban locations, significantly reducing charging time and fleet downtime. |

ISSUE **2**

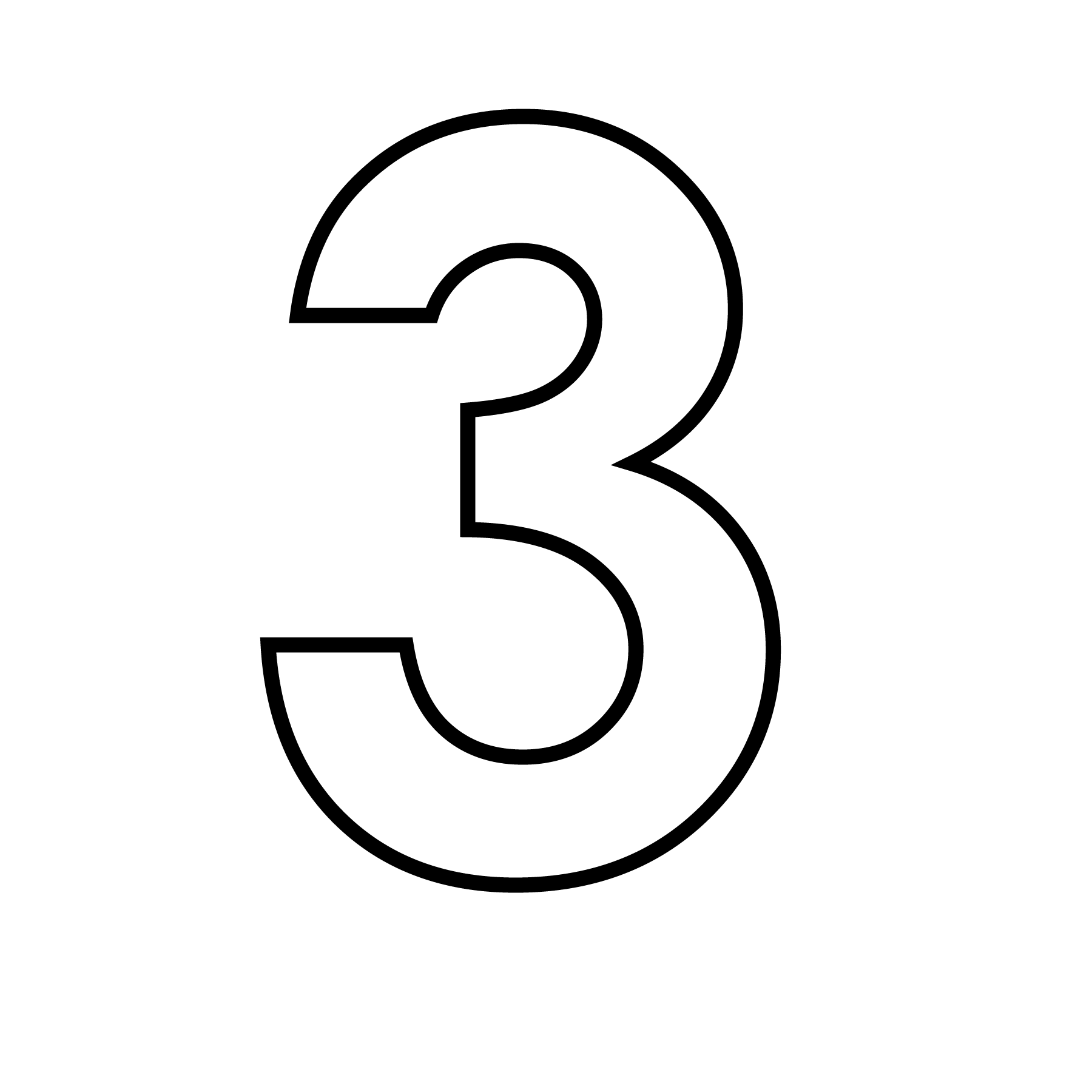
**ISSUE** EXPLANATION

Inefficient route planning for EV logistics, leading to increased energy consumption and reduced delivery capacity.

**IMPACT** EXPLANATION

The inefficient routing caused a 15% increase in energy usage and a 10% reduction in daily delivery volume.

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| **SOLUTION** EXPLANATION  Implemented a dynamic route optimization software, integrating real-time traffic and vehicle charge data, optimizing routes for energy efficiency and delivery speed. |

ISSUE **3**

**ISSUE** EXPLANATION

Lack of real-time tracking and management of the EV fleet, hindering operational transparency and responsiveness.

**IMPACT** EXPLANATION

This gap led to challenges in fleet management, including delayed responses to maintenance needs and underutilization of vehicles.

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| **SOLUTION** EXPLANATION  Developed and integrated a comprehensive fleet management system with real-time tracking, predictive maintenance alerts, and utilization analysis. |

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