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Bridge the gap with next-gen field service

Today, alongside service transformation stories, industries like manufacturing and telecommunications are transforming conventional field service methods into advanced field service operations. With a surge in the number of smartphones, social interactions, and automation opportunities, organizations are exploring solutions which provide improvised, automated, and mobility-enabled field service management to shoulder on-the-field, elastic service needs. This rising need for a transformed field service journey is fuelled by key trends like:

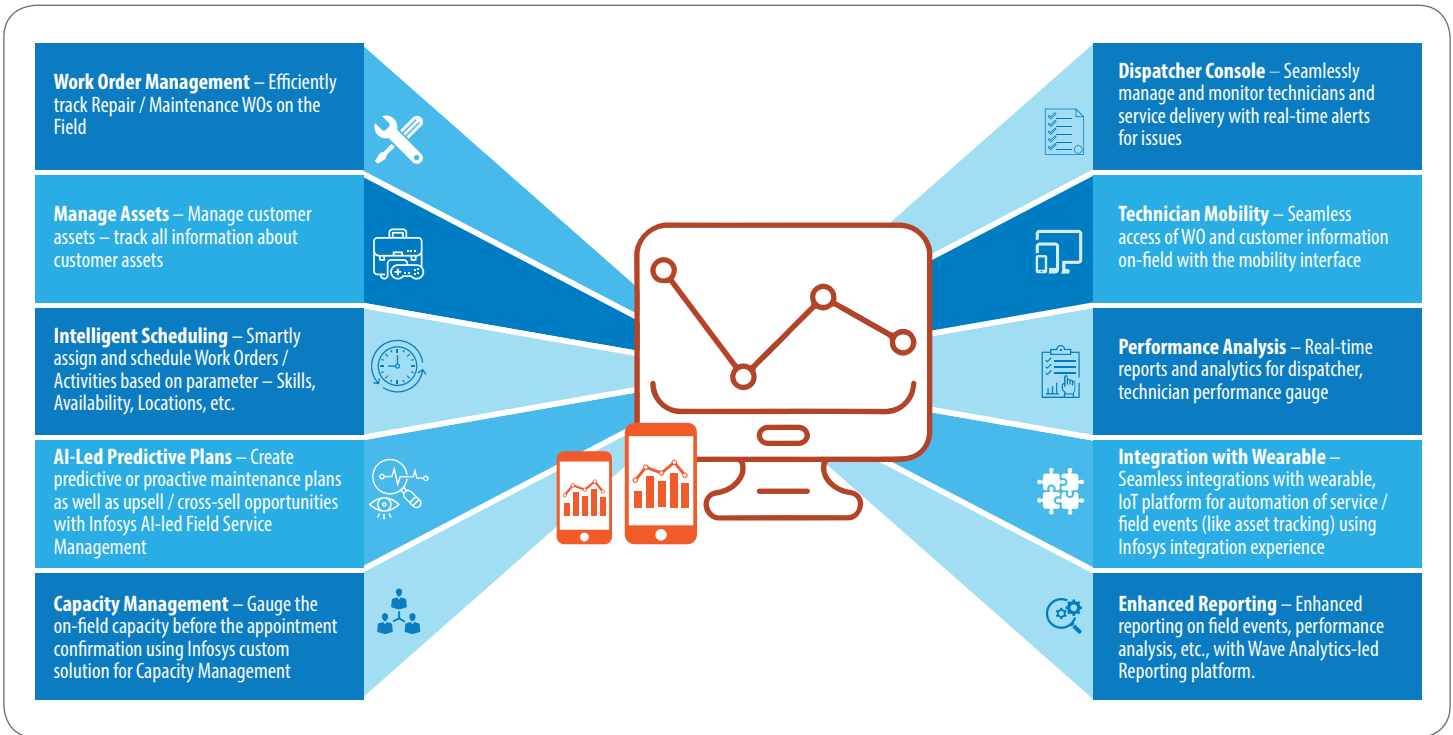|		
Connected Devices		**Internet of Things(IoT), wearables, mobile devices connected field service operations**
Integrated View		**Seamless integration between field service systems and legacy ERP for integrated view**
Mobile Experience		**Developing mobile experiences 'Uberized Communication' as an integral field service strategy**
Field Service Automation		**Automation in dispatch operations, scheduling, and communications, for efficient field operations**
Knowledge on Field		**Digital knowledge management for on-the-field technicians**

These market trends are driving organizations to look out for effective field service solutions, which not only help adapt to the new-age field service trends, but also address key aspects of customer experience and user experience.

Infosys Next-Gen Field Service platform

To address the gap in field service delivery and improve the focus on customer experience, Infosys has built a platform on Salesforce.com, which can be readily leveraged by telcos and the manufacturing sector for accelerated change using a new growth strategy. Infosys Next-gen Field Service (FSL) platform is built as-a-service on Salesforce® for Service, Field Service Lightning, Einstein, and Wave Analytics.

The solution blocks of the end-to-end (E2E) Infosys FSL platform include:

Work Order Management – Efficiently track Repair / Maintenance WOs on the Field

Manage Assets – Manage customer assets – track all information about customer assets

Intelligent Scheduling – Smartly assign and schedule Work Orders / Activities based on parameter – Skills, Availability, Locations, etc.

AI-Led Predictive Plans – Create predictive or proactive maintenance plans as well as upsell / cross-sell opportunities with Infosys AI-led Field Service Management

Capacity Management – Gauge the on-field capacity before the appointment confirmation using Infosys custom solution for Capacity Management

Dispatcher Console – Seamlessly manage and monitor technicians and service delivery with real-time alerts for issues

Technician Mobility – Seamless access of WO and customer information on-field with the mobility interface

Performance Analysis – Real-time reports and analytics for dispatcher, technician performance gauge

Integration with Wearable – Seamless integrations with wearable, IoT platform for automation of service / field events (like asset tracking) using Infosys integration experience

Enhanced Reporting – Enhanced reporting on field events, performance analysis, etc., with Wave Analytics-led Reporting platform.

Benefits

The solution enables enterprises to build a field service customer experience through an innovative model, which offers benefits such as:

Benefits with FSL

Rapid Implementation	Accelerate implementation of the field service solution with industry-specific and field service best practices
Affordability	Reduce your TCO with preconfigured end-to-end processes for manufacturing and telecom sectors along with preconfigured integrations with Einstein, Wave Analytics, etc.
Effective Growth & Scalability	Establish a strong foundation for growth and scalability with the proven, scalable, and best-in-class CRM solution, Salesforce, that lets you adapt with your changing needs
Unified View Across Service & Field Service operations	Manage operations effectively and meet customer demands across the service chain through integrated, end-to-end business information across service and field service pillars
Seamless Integration	Seamless integration across the enterprise including connected devices, IoT platform for automation of field service operations

For more information, contact askus@infosys.com

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