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:

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

- **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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