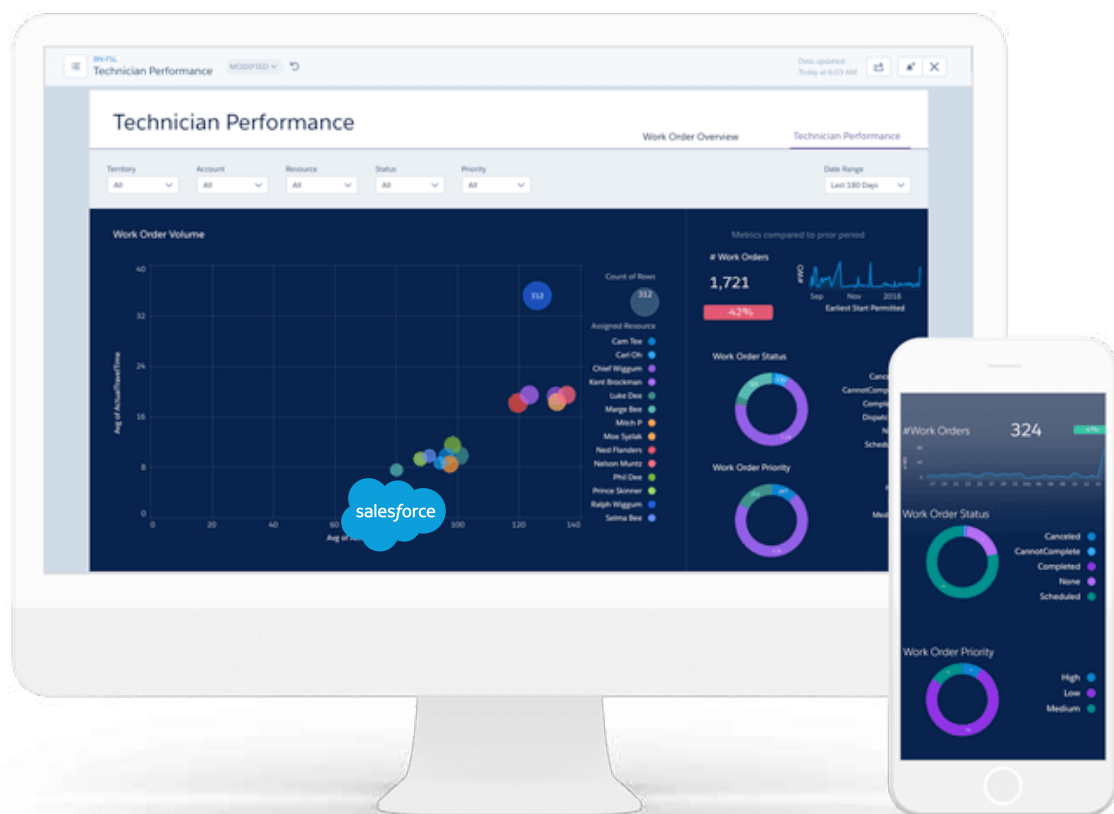


Sprinx Consulting

FIELD SERVICE LIGHTNING



Result

For customer support agents, the great benefit is mainly the ability to work in a single system. Information is not dispersed in various systems, but instead it is presented in a well-organized manner at one place – and, above all, it is available online. Thanks to this, there is always an up-to-date overview of the development of the services. The managers in charge are now able to evaluate in a simple manner the quality of the services provided to customers, a task which used to be quite complicated.

What is FSL?

Field Service Lightning (FSL) is an application suite for the Salesforce Service Cloud solution which uses Lightning Experience and a native mobile app available for iOS and Android operating systems. It is a comprehensive solution designed to support and control processes in the area of provision of services to customers at a particular place, such as installation, maintenance, repairs, etc. FSL allows the operators to plan and optimize the utilization of resources (field employees) comfortably, facilitate communication between the technicians and operators, and easily report service responses directly from the customer's premises. All information is displayed in an intuitive and easy-to-use user interface.

A great benefit of the Field Service Lightning app is an option to work off-line.

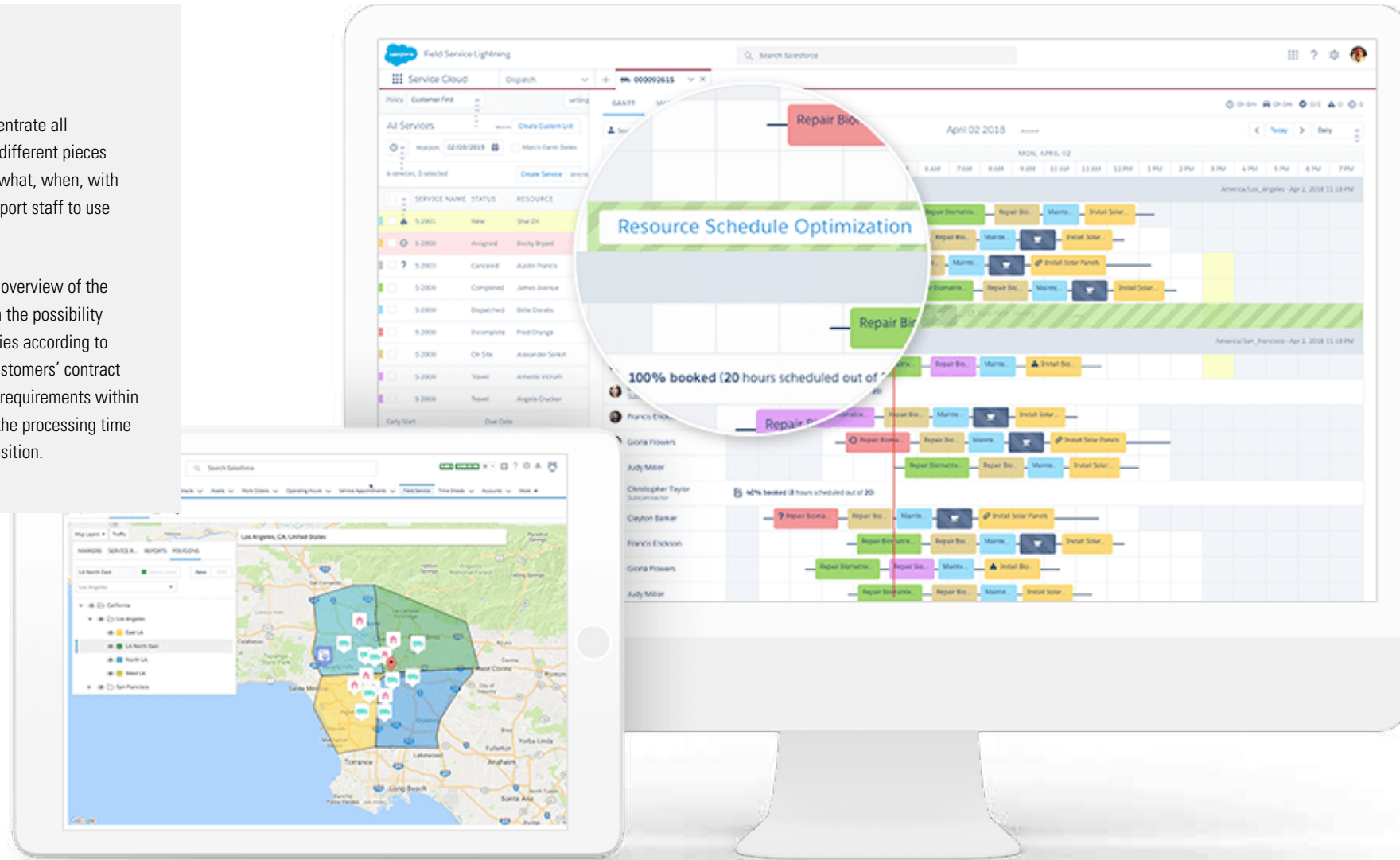
salesforce

Solution implementation

Client requirements

Siemens' main requirement was to concentrate all information in one location, connect the different pieces of information correctly (who dealt with what, when, with whom), and thus allow the customer support staff to use a single system.

An important requirement was to get an overview of the customers and the related activities with the possibility to set the priority for the different activities according to customer types or, more precisely, the customers' contract and SLA (Service Level Agreement). The requirements within SLA, i.e., with necessity to comply with the processing time limit, are automatically put in the first position.



As in every project, it was also necessary, too, when working for our client, to understand the customer's system of work and design the solution such as to best suit the client's requirements and – at the same time – align it with the functionalities offered by the Salesforce system.

At the beginning of the project, Sprinx Consulting had to analyze in detail the style of customer support, and then it was necessary to consolidate data which is the first and most essential step toward efficient operation of the new solution. The original data was used to fill the customer database. This data is required for the future work with customers and is connected with the communication channel, i.e., in this case e-mail.

Customer requests are sent to the designated e-mail where the message is automatically put in a queue in Salesforce.

The communication within Salesforce is between the agent and the customer as well as internally between the agent and the service technicians. The communication with the service technicians takes place on two levels – when supporting the agent who is dealing with the customer request and also during the service response in the customer's premises via Field Service Lightning app.

Scalability

The solution provided by Sprinx Consulting for one of our major clients based on the Salesforce platform is ready for future addition of new modules and functions. In particular the customer portal and sales support functionalities are the most relevant for Siemens.



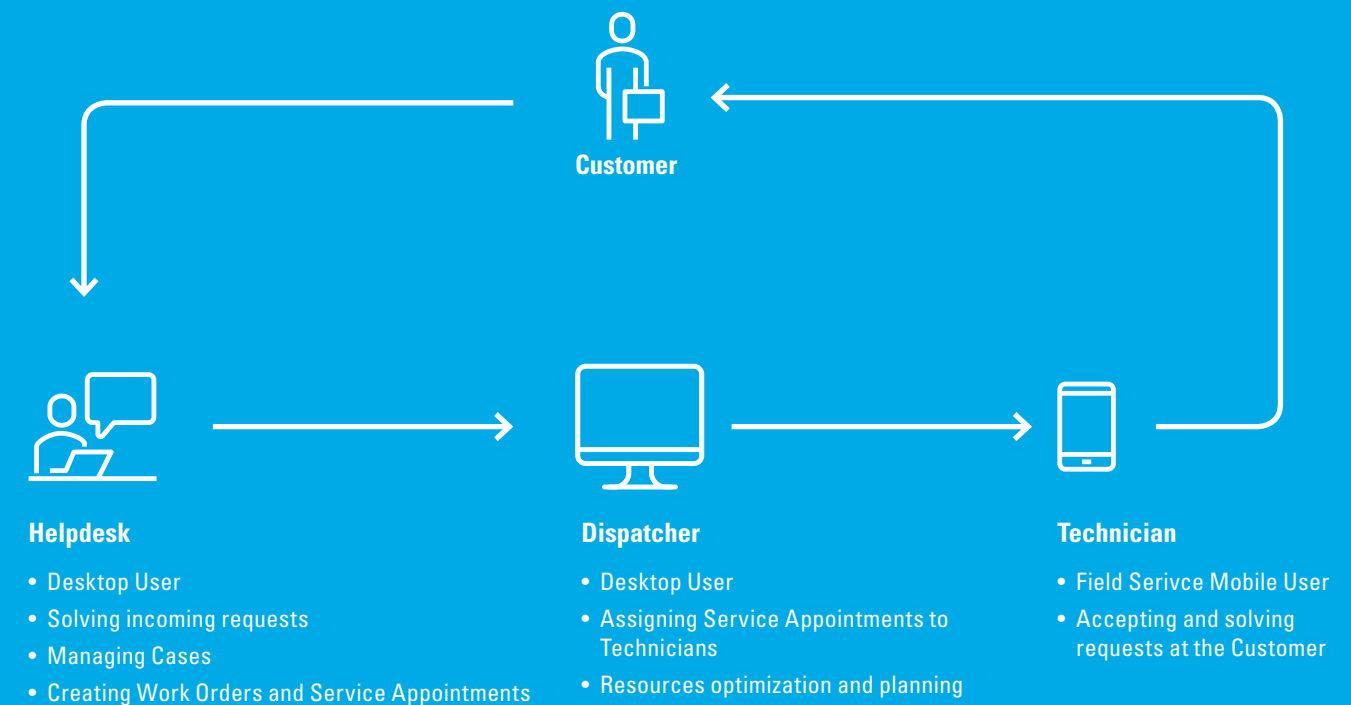
Examples of sales supporting functions:

- Connection of sales reps with the customer database maintained within Salesforce
- Records of sales activities involving customers
- Possibility to create and monitor contract records



When the customer portal is added to the functions, it will be possible to do the following, for example:

- Enter requests for spare parts or service via web portal
- Approve offers for service
- Monitor the status of service operations online
- Get an overview of service agreements for a particular customer
- Monitor the number of service hours worked





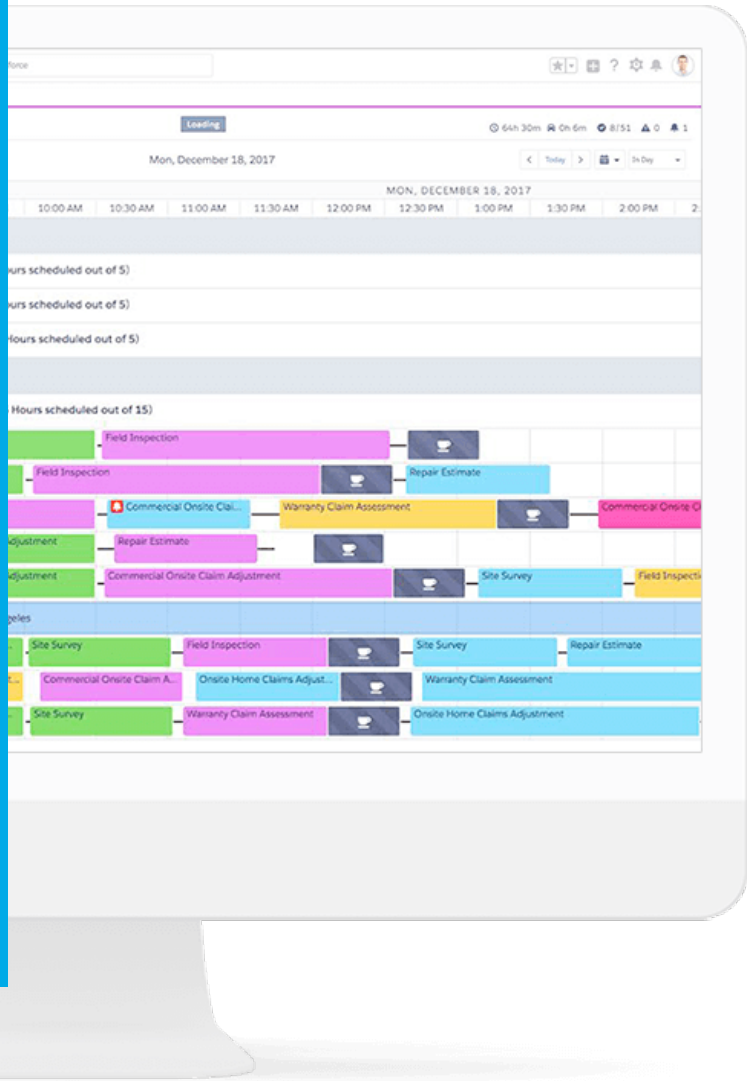
In order to improve our work and provide efficient services to our customers, we considered using different systems. As the ideal platform, we considered Salesforce which provides the opportunity for gradual development in the form of additional modules. We have chosen Sprinx Consulting as our implementation partner as they have a history of interesting implementation projects.

The beginning was quite difficult for us – the new system has introduced a different mode of work and substantially changed the internal processes. In a very short time, however, we saw results in the form of single processing of all requests of our customers, internal communication, and complete evaluation of our effectiveness.

After two years of using Salesforce we are still not done with the development, because Salesforce is truly an extensive platform which we want to continue expanding, and thus improving and streamlining the approach to our customers.



David Čežík
Head of Customer Services
Motion Control
a Factory Automation
Digital Industries



Sprinx Consulting

Sprinx Consulting s. r. o. is a subsidiary of Sprinx Systems, a. s, a Czech technology company. We specialise in consulting services regarding the Salesforce and VEEVA platforms, including their implementation. Other areas of expertise include “front-end” systems or, in other words, web based solutions that are used directly by the common user. They may take the form of websites, portals, web shops, integrated reporting and managerial interfaces (MIS), application hosting or economic system hosting – whatever you need, we are here to advise you and take care of the entire implementation of the selected solution. Last but not least, we offer services associated with “Big Data” as well as tailored software development.

About the customer

Siemens is among the largest technology companies in the Czech Republic and for more than 128 years it has been an inseparable part of Czech industry and a promoter of innovative technologies. The Siemens portfolio covers solutions for the industry, energy sector, transport and public infrastructure, building technologies and healthcare. Czech Siemens is a pioneer in Industry 4.0 and Smart Cities where it brings comprehensive digital products and services to its customers.

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