Reimagine Field Service Operations

Companies are experiencing a moment in time defined by changes in technology and customer expectations, framed by increasing data management and compliance challenges that must be addressed by comprehensive field service management strategies. The world of field service is getting more involved with each passing year as "Digital Technologies" open avenues for service levels that, until now, would not have been possible to achieve, and without the right technology in place, exponential data growth will threaten to overwhelm the organization.
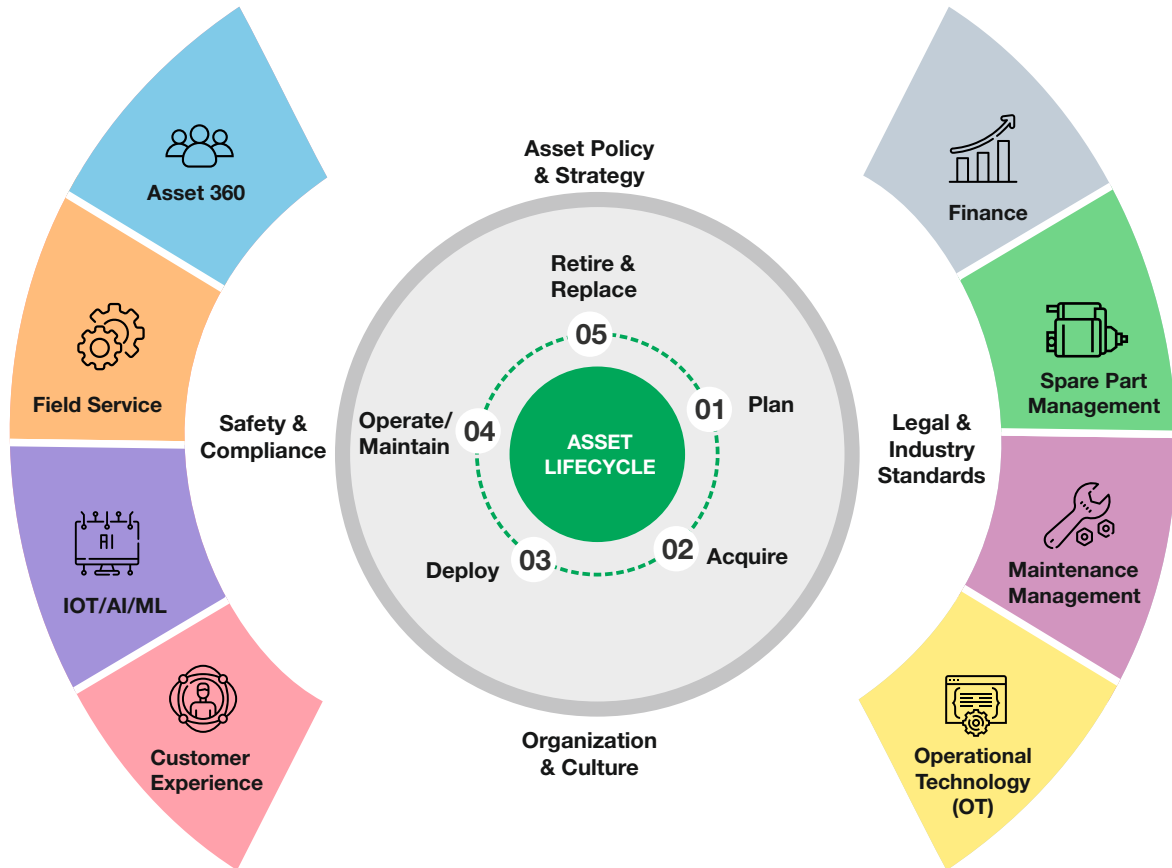
To achieve service excellence and go through the digital transformation journey for their service operations, organizations are increasingly turning to Field Service solutions from SAP or Salesforce. Customers can improve their core service business processes (i.e. Customer Service, Billing, Field service, Recalls, Warranty, Self Service, Crowd service & others) with connected asset data, resulting in improved KPI's like OEE, First call resolution, Proactive Maintenance, lower MTBF, Faster time to resolution, Multiple dispatch avoidance and Reduced obsolescence & Parts inventory.

Accrete Solutions has helped customers in industries like High Tech, Medical Devices, Heavy Equipment and Construction achieve service excellence by performing global service transformations and end-to-end Field Service implementations leveraging service best practices, SAP and Salesforce solutions.

CHALLENGES

- Highly mobile customers now expect to communicate and interact using the devices and channels they prefer

- High spare parts inventory and lack of parts availability

- High service costs due to poor service planning and operations

- Revenue leakage due to manual warranty/contract renewals

- Broken, manual service processes resulting in higher cost of service and delayed problem resolution

- Service is supplanting product sales as profit drivers, with customers increasingly buying 'outcomes

- 'Lack of visibility into service processes and inaccurate asset information

- Growing number and complexity of machines, parts as well as connected machines demand new service models and IoT driven processes

OUR ASSET LIFECYCLE MANAGEMENT MODEL

Asset 360

Field Service

IOT/AI/ML

Customer Experience

Safety & Compliance

Asset Policy & Strategy

Retire & Replace

Operate/ Maintain

05

04

ASSET LIFECYCLE

01 **Plan**

03 **02** **Acquire**

Deploy

Organization & Culture

Legal & Industry Standards

Finance

Spare Part Management

Maintenance Management

Operational Technology (OT)

OUR SERVICES:

Digital Service Transformation

The digital disruption signals like IOT, AI, ML and customers' ever-increasing expectations and their influencing power, requires a fresh look at service strategy. We have extensive experience of providing services for such a service digital transformation, leveraging our multi-year experience in service processes & customer experiences, best practices, and our technology expertise.

Service Assessment

Accrete solutions will perform an analysis of the organization's existing service processes, customer satisfaction, asset inventory, parts planning & logistics as well as the technology architecture supporting service operations. The assessment will include a comprehensive report featuring specific, prioritized action steps for quick wins and insightful recommendations for long term strategies.

End-to-End Field Service Implementation

We have implemented robust field service management solutions like SAP FSM and Salesforce FSL with integrated Efftronics IOT/AI solution for predictive maintenance, efficient service execution, and analytics. Some of the key features and functionalities that we have implemented include:

Customer Self-Service	Quickly view the service history, Asset information and create new service requests online
Mobile Field Service	Enable field technicians to perform tasks like accept work orders, execute repair work/steps, perform inspections with checklists, get customer signature, place parts orders and provide quotations—direct from the mobile device
Spare Parts Management	Automate manual activities such as pick, pack, ship, receiving and put away. Set rules-based replenishment, parts handling, and costing
Predictive Maintenance	Combine sensor data with business information in your ERP, CRM, EAM systems, and augmented reality systems using Predictive Maintenance and Service. It also helps to plan and package your maintenance schedules dynamically to improve resource utilization and reduce asset downtime.
Schedule and Dispatch	Prioritize important service calls and manage complex shift schedules. Assign people to the right tasks quickly with intuitive, drag-and-drop tools and AI-enabled automation

Service Request/Ticket	Create Maintenance/Service Requests to document all aspects of customer reported information & maintenance tasks to be performed and measure Service KPI's.
Warranty/Service Contracts	Track if the work performed is covered by a warranty or service contract and avoid any revenue leakage.

INTEGRATION WITH SAP S/4HANA

Organizations can optimize their service operations for parts logistics and service financials by integrating SAP FSM or Salesforce FSL with SAP S/4HANA using SAP middleware CPI/PO/PI or MuleSoft/Dell Boomi. Finance KPI's like Service revenue from service contracts and service jobs, Parts & labor costs, OEE and true service profitability can be measured in SAP S/4HANA. Our team of SAP FSM, Salesforce FSL & S/4HANA experts, with their vast service implementation experience, will ensure seamless, fast, and quick integration.

KEY BENEFITS OF FIELD SERVICE SOLUTION

BETTER PLANNING & SCHEDULING
- Improved planning and scheduling of resources, tools and parts
- Streamlined and efficient business processes by leveraging service best practices

PROACTIVE MAINTENANCE
- Predictive and targeted maintenance resulting in cost savings
- Inventory insights & predictive parts

INCREASED REVENUE
- New revenue sources with new offerings leveraging EAM & IoT//ML/AI
- Reduced Revenue leakage with efficient contract/warranty renewal

INCREASED CUSTOMER SATISFACTION
- Higher First-time fix rate, uptime and reduced time to repair
- Digital Innovation & Transformation

REGULATORY COMPLIANCE
- Reduced costs & risks
- Improved decision making with Knowledge Management

IMPROVED EMPLOYEE PRODUCTIVITY
- Enable work to be performed any time, anywhere
- Automation and elimination of data entry errors

INCREASED ROI
- Improve ease of use, data integrity, and reporting capabilities
- Enhanced product quality leading to cost savings
- Maximized return on assets (ROA) with increased equipment life

IMPROVED ASSET PERFORMANCE
- Equipment availability, asset longevity and operational efficiency
- Asset Tracking with asset details, maintenance history and streamlined recall process

To learn more about our Field Service Management Solutions, please visit our webpage http://www.acnsol.com/solutions/sap-eam.php

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