

CYIENT

FIELD SERVICE IMPLEMENTATION





Cyient Field Service Offering

Since the start of the millennium, Cyient has addressed market needs by implementing complex Field Service Solutions on multiple vendor platforms covering different verticals. We believe clients achieve strong outcomes when we cross pollinate industry best practice with proven in-house custom solutions on GIS technologies.

Based on our strong 3 decades of core competencies in MWS (Mobile Workforce Management System) implementation across the globe we enable our customers digital journey in adapting Cloud based Field Service Solutions and helping the customer in successfully transitioning from the existing legacy On-Premise applications..



As part of their digital journey, a major utility service provider in the APAC region planned to transform their existing legacy MWS application to a cloud-based application to accommodate their future business needs. The Cyient consulting team was approached to execute the digital transformation journey. A convergent solution to cover the needs of the Service center, Field Service and Portal was the preferred approach and Salesforce solution chosen, utilising Service cloud, Field Service Lightning and the Community portal.

Incidentally this was the first Salesforce FSL project within the Utility vertical in APAC region. Our expertise in the Utility space along with our core expertise on Field Service provided the customer with a proven delivery partner in this major Digital Transformation project.

Within the AS IS legacy system, key CRM activities and Field Service work allocation was handled in disparate systems with limited data visibility across the organization. This led to commonplace issues like underachieving utilization rates, unaccounted work effort, delay in claims and settlement and more over missing many service level milestones. To add to the complexity, most of the complex work gets sub-contracted which creates extended layer of data access requirements for claim and settlement process.

With our rich experience in Field Service implementations in the Communications and Utility space, as well as an experienced pool of certified Salesforce Consultant team, we offer clients comprehensive solutions and able to back the solutions with deep technical expertise.



INTELLICYIENT

ACCELERATE DIGITAL INDUSTRIAL TRANSFORMATION WITH INDUSTRY 4.0 SOLUTIONS

Solutions	Partnerships
Connected Worker and Smart Factory	Big Bet Platforms
After-Market and MRO Solutions	Product Innovation
Intelligent Supply Chain	Joint Innovation (co-development, GTM)
Process Intelligence through Geospatial Insights	Academia
Digital Workforce Management	Consulting/ Domain
Optimized Asset Management	VAR/ Reseller

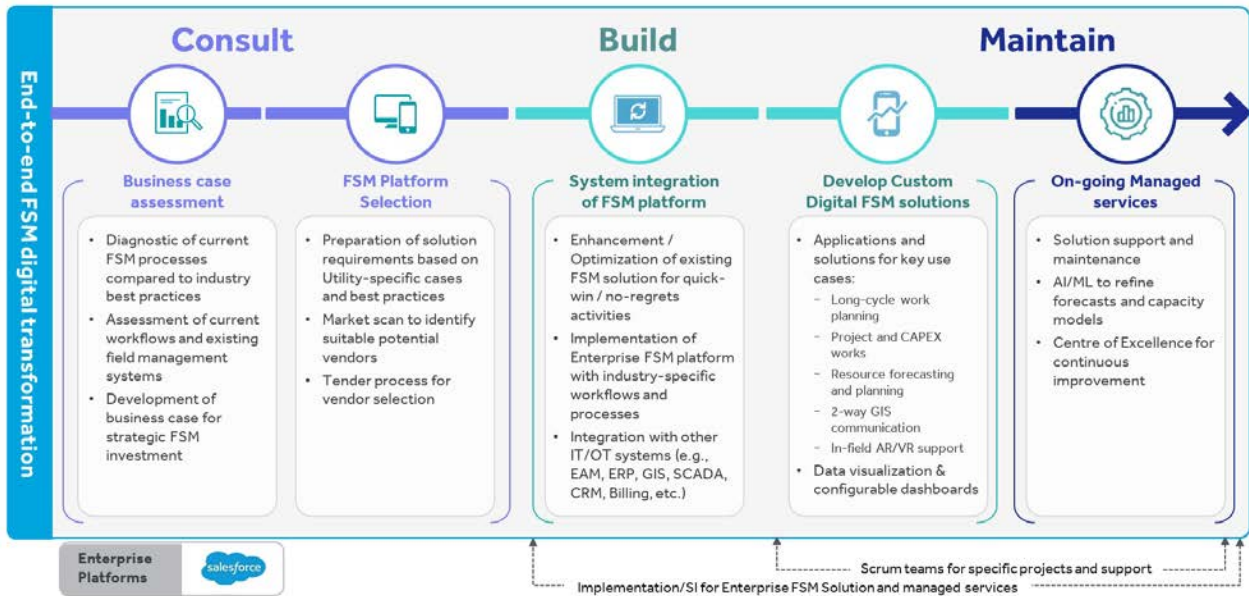
Technology Studios

Design-Led UI/UX Development	DevSecOps and Specialized Quality Assurance	Data Engineering and Analytics
APIs and Engineering Integration	RPA and Automation	IoT and Cloud Platforms
GIS System Integration	Cloud Native Application Development	Service Management Integration

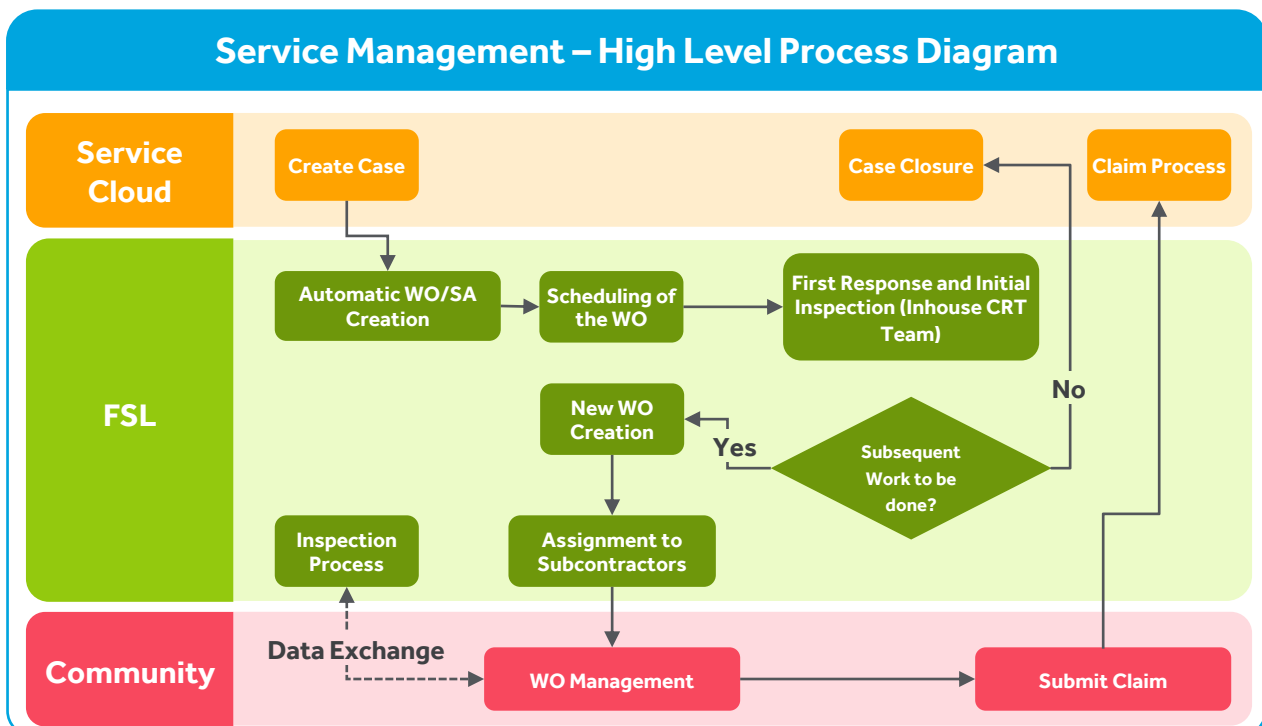
Implementation Framework

FSM | Execution Framework

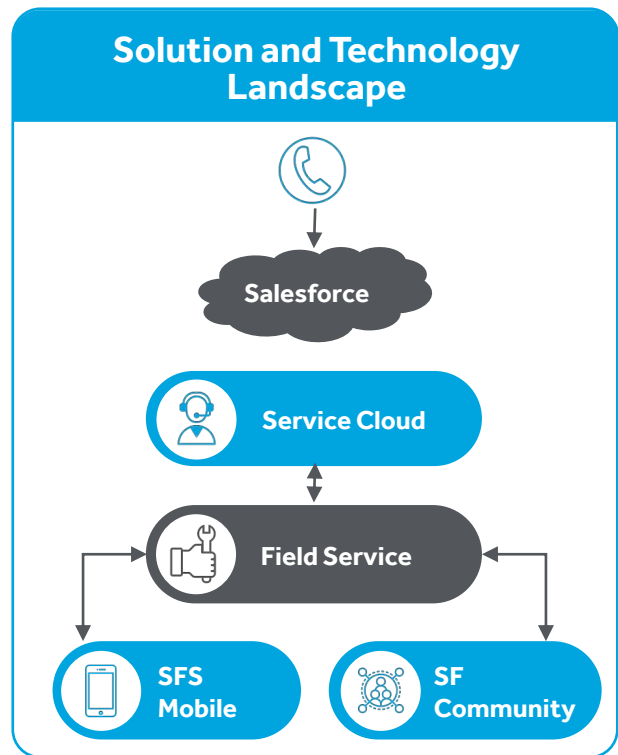
End to end consulting to diagnose key opportunities, select the right technology roadmap, and build and maintain tailored digital solutions



Process Enablers and Key Process Improvements



- To provide seamless Service Management and enhanced user experience (UX) Cyient provide the overall solutions across Service Cloud, Salesforce FSL (Field Service Lightning) and Salesforce Community
- There are data sharing between in-house team and sub-contractors for WO, Claims etc. With Salesforce Community, data has been shared to the sub-contractors for providing real-time updates on Site visits. The overall process increased data visibility across support channels and teams.
- Claims and Settlement process requires multiple approvals; the entire approvals process was automated and provide visibility to stakeholders involved with the entire journey. This enhanced the trust between stakeholders and resulted in better working relations



Goals

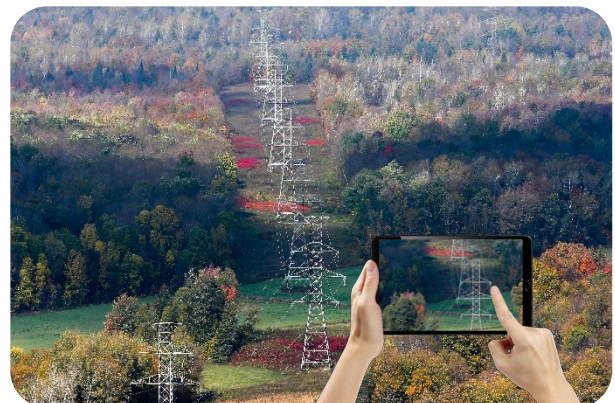
- Better scheduling of Field Service Technician for optimum utilization
- Streamline Claim process
- Better reporting across the Field Service activities
- Consolidate and Transform the current siloed disparate systems

Key Achievements

- Efficient Claim process and Settlement handling
- Optimized scheduling process
- Data storage optimization for attachments and related contents.
- Optimized Salesforce license by creating community users for the Claim and Settlement process

Journey with Cyient

- Requirement Gathering
- Process documentations and Improvements
- Configuration
- Data Migration
- Testing and User Training
- Post Release Support
- Product Enhancement for Optimization



DESIGNING TOMORROW TOGETHER

We are in a process of enabling our customers in their digital transformation journey by providing a greater and enhanced user experience along with top notch service offerings. Our partnership with Salesforce expands above and beyond SI and Industry specific solutions.

[Click to Learn More](#)



[cyient.com](https://www.cyient.com)

Cyient (Estd: 1991, NSE: CYIENT) is a leading global engineering, manufacturing, and digital technology solutions company. We enable our international customers across industries to apply technologies imaginatively to solve problems that matter and stay ahead of the curve. We are committed to designing tomorrow together with our stakeholders and being a culturally inclusive, socially responsible, and environmentally sustainable organization.

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