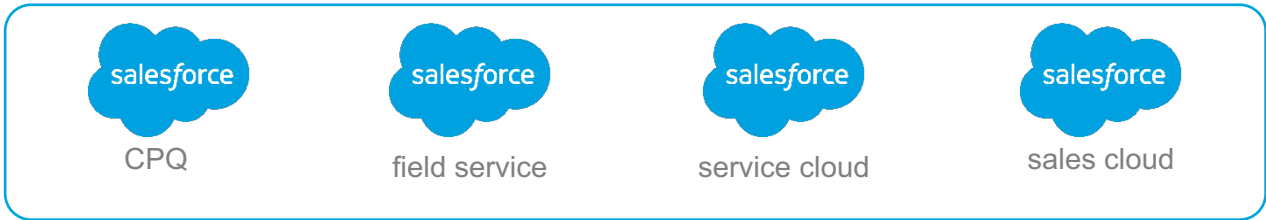


CYIENT

FIELD SERVICE IMPLEMENTATION





Cyient Field Service Offering

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

Leveraging our strong three decades of core competencies in Mobile Workforce Management System (MWS) implementation across the globe, we enable our customers' digital journey in adopting cloud-based Field Service Solutions, helping them transition successfully from the existing legacy on-premises applications.



As part of its digital journey, a major renewable energy sector customer from ANZ planned to remediate their Salesforce Field Service applications.

The existing Salesforce implementation lacked process standardization, missed key features in the sales experience, and resulted in fragmentation across the platform (order management, inventory management, HR, time management). The Cyient team engaged with the customer to provide cutting-edge solutions on Salesforce Service, CPQ, and Field Service.

With our rich, 15+ years of experience in Field Service implementations in the communications and utilities space, and an experienced and certified Salesforce consultant team, we offer customers comprehensive solutions backed by deep technical expertise. We have 25 certifications in the Salesforce ecosystem.



INTELLICYIENT

ACCELERATE DIGITAL INDUSTRIAL TRANSFORMATION WITH INDUSTRY 4.0 SOLUTIONS

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

Technology Studios

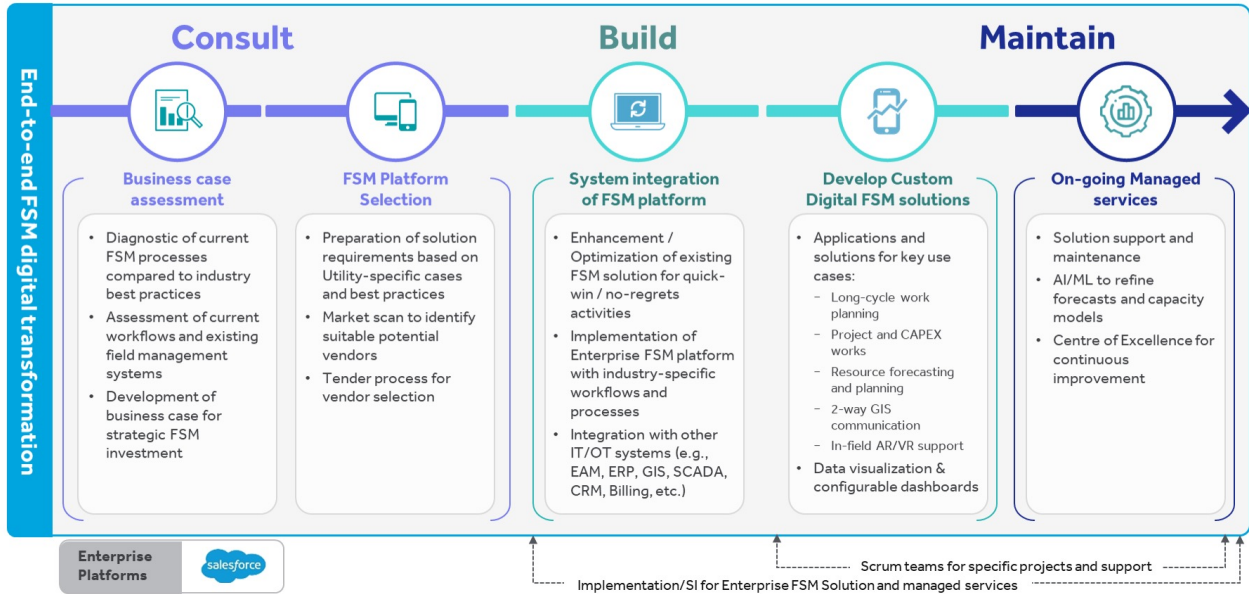
Design-Led UI/UX Development	DevSecOps and Specialized Quality Assurance	Data Engineering and Analytics
APIs and Engineering Integration	RPA and Automation	IoT and Cloud Platforms
GIS System Integration	Cloud Native Application Development	Service Management Integration

A decorative graphic on the right side of the slide, featuring a complex network of glowing lines and nodes in shades of purple, blue, and pink, set against a dark background. The lines radiate from a central point, creating a sense of dynamic connectivity and data flow.

Implementation Framework

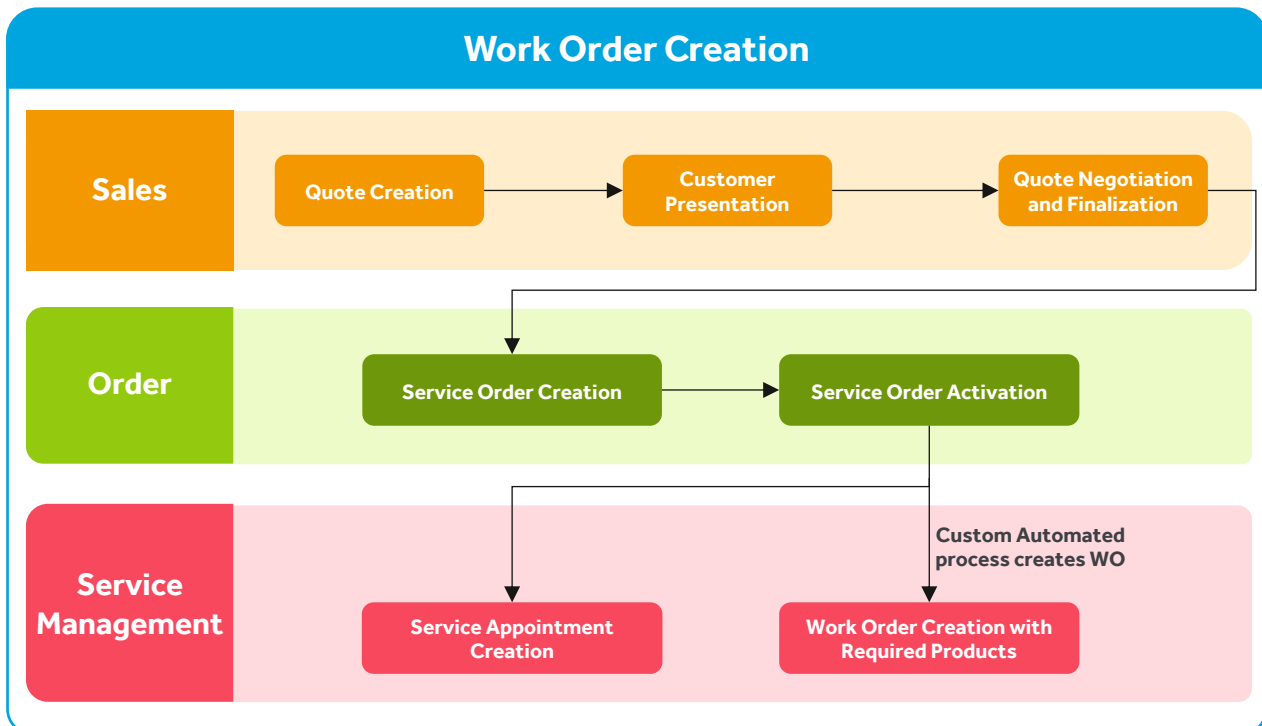
FSM | Execution Framework

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

CPQ/Sales-originated Service Management

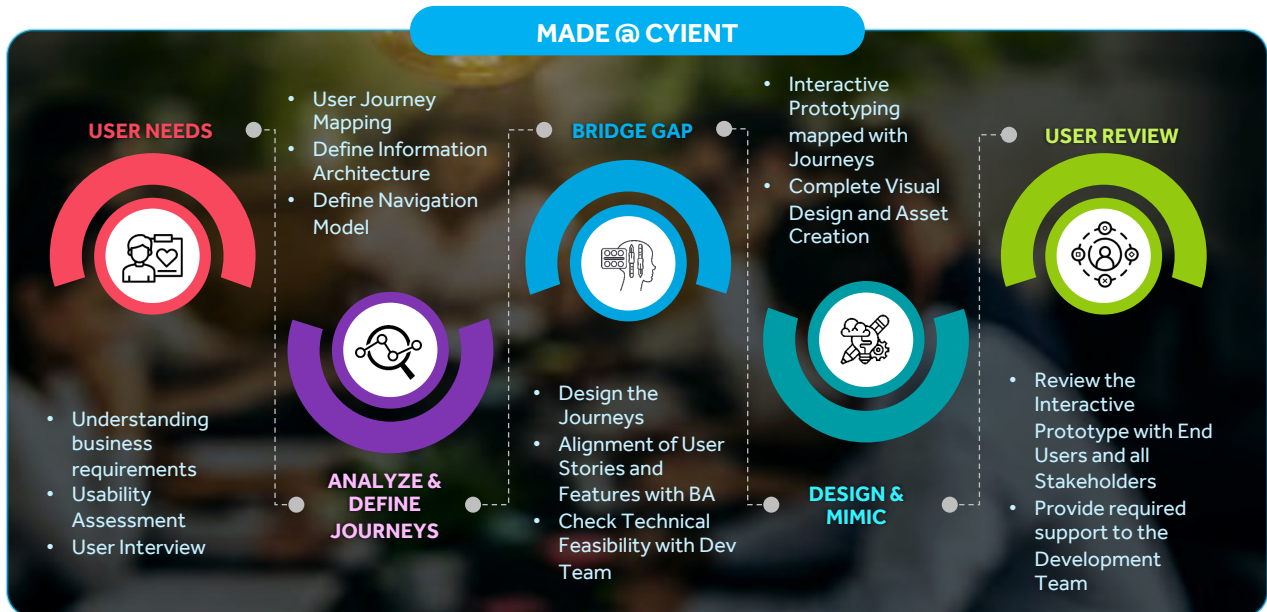


Due to a complex and unique sales-to-service process, Cyient worked closely with the customer to implement a CPQ solution that drove a seamless order creation journey, repeatable across the full sales workforce. Upon quote acceptance, an automated process created a sales order and transitioned to the service phase with automatic creation of work order service execution and completion.

Cyient's solution enhanced the sales process and streamlined operations for the service workforce by implementing enhanced features on Salesforce Field Service for automatic inventory management.



UX Driven Methodologies

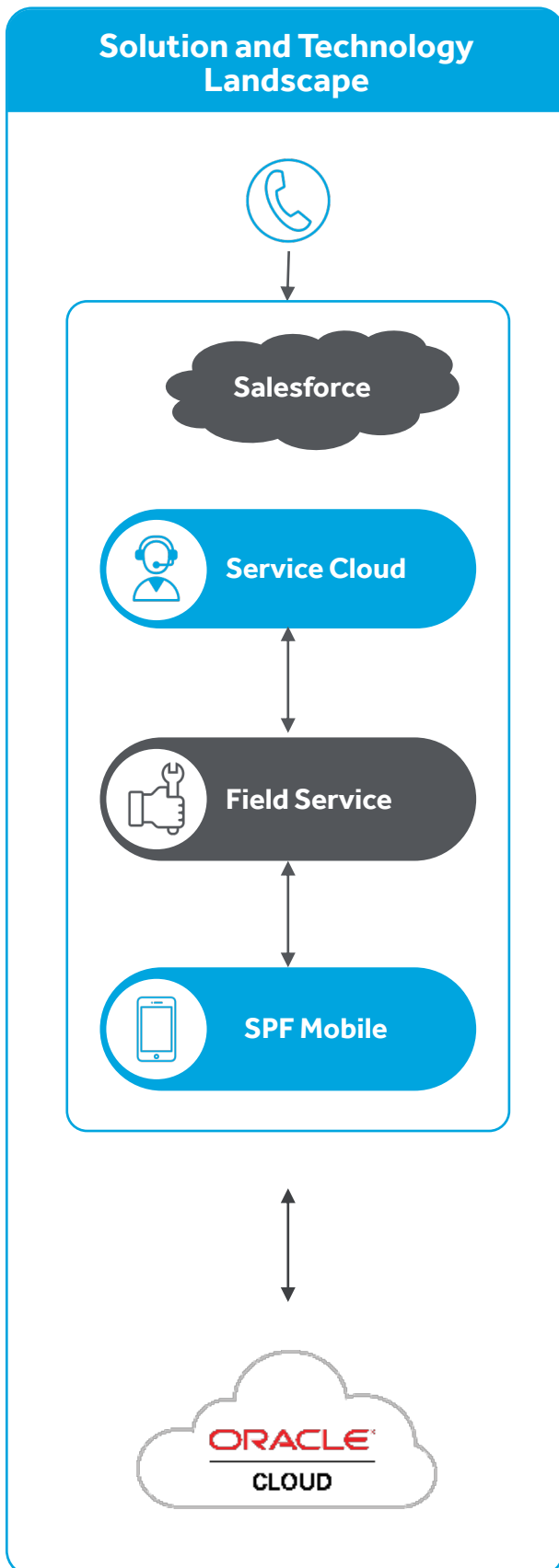


Goals

- Remediate the existing Salesforce implementation
- Improve inventory and price management
- Integrate process of sales and service journeys
- Enhance tracking and reporting of work hours

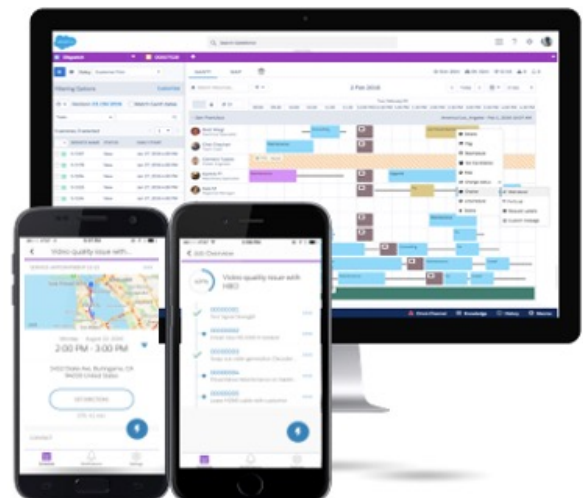
Journey with Cyient

- Requirements gathering
- Process documentation and improvements
- Configuration
- Integration
- Testing and user training
- Post release support



Key Achievements

- Better reporting of cost and time from each work order
- Customized inventory tracking and warehouse management
- CPQ-based pricing for better price management
- Customized WO journey with automated product updates and line items for installations
- Warehouse management and optimized inventory management
- Customized visit history tracking for better user experience (UX)—this feature enables visualizing the steps and actions taken in previous visits from different engineers
- Customized UX journey on Salesforce Mobile to capture compliance and regulatory requirements post work order activities
- Better ability to track installation and van inventory
- Efficient and seamless sales process and service management



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

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.

North America Headquarters

USA
T: +1 860 528 5430

Europe, Middle East, and Africa Headquarters

UK
T: +44 118 3043720

Asia Pacific Headquarters

Australia
T: +61 3 8605 4815

Global Headquarters

Hyderabad
T: +91 40 6764 1000



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