



**BOLT
DATA**

CUSTOMER SUCCESS STORY



PerkinElmer

INDUSTRY

Medical/Scientific Devices

CLOUDS

Salesforce Service Cloud,
ServiceMax Field Service

SERVICES

Implementation Services,
Change Management,
Managed Services

[READ THE FULL SUCCESS STORY](#)

THE CLIENT

PerkinElmer, Inc., is an American global corporation focused in the business areas of diagnostics, life science research, food, environmental and industrial testing. Its capabilities include detection, imaging, informatics, and service.

THE CHALLENGE

PerkinElmer found themselves struggling with a disconnected field service process that was spread across multiple legacy systems. Their past field service system implementation failures were looming over their heads, and they sought to erase any negative previous experiences and find a workable solution.

THE SOLUTION

Bolt Data helped to champion a global service transformation by harmonizing and streamlining their processes, building a consensus between teams and rolling out ServiceMax worldwide over four regional go-live events.

Highlights include:

- 40+ integrations between Salesforce/ServiceMax & SAP
- A custom auto-assignment engine based on geography & expertise
- ServiceMax Field Service Application (FSA) [for iPad and Windows] customizations that reduce clicks and integrate data
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