

CHALLENGE

- Outdated Service System is causing ME to be reactive and not have direct visibility of Field Technicians
- Communication between office and field was fractured and archaic (too much paper and human error).
- Self scheduling caused technician over time to be out of control
- Non-systematic Communication with customer

SOLUTION

Uptima is implementing Salesforce Service Cloud and Salesforce Field Service to meet ME requirements:

- Schedule optimization including scheduling recipes and in day optimization
- Timesheet management including a full "time punch" functionality
- Customer community
- SMS messaging with Customer

RESULTS

Customer Contemplated between SAP Service to Salesforce, they were also considering implementing SAP ERP and Service together.

- Due to our domain expertise - Uptima was considered as a trusted advisor
- Uptima helped the customer understand that it is better to implement Service first rather than wait for the SAP project
- Worked with Salesforce on competitive material against SAP

"Uptima is a great partner of Salesforce. They bring an extremely knowledgeable team to every customer, especially when it comes to field service. They are always willing to help, and engage very well with both the customer and Salesforce internally. Uptima has become my go to partner for Service and FSL opportunities."

RYAN LATSHAW

Senior Strategic Account Executive,
Service Cloud, Salesforce



CLIENT

Mitsubishi Electric's Elevators and Escalators division is a world leader for the manufacture, installation, modernization and service of the vertical transportation industry.

INDUSTRY

Manufacturing

CLOUDS

Service Cloud
Field Service
Customer Community

SERVICES

Transformation & Implementation Services

