

CHALLENGE

- Customer dealt with fragmented service processes between departments and products, with different processes used at a regional level to execute field service
- Manual field service processes made tracking inventory and service calls difficult, and resulted in inefficient use of customer and employee resources
- There was potential asset revenue and service revenue leakage
- Current legacy ERP systems had no service integration

RESULTS

Uptima gained customer's trust as an expert advisor and helped implement the first ever Field Service and Asset 360 project in North America.

- Reduced asset & service revenue leakage
- Strategic employee realignment: up to 10% of personnel transitioned into revenue generating roles
- Reduced work order time up to 20%
- Enabled additional revenue through service contracts

SOLUTION

Uptima implemented ServiceMax Asset 360 and Salesforce Field Service to meet Zimmer Biomet's requirements:

- Aligned Field Service processes to meet a global standard with regional variances
- Implemented full inventory management, field and depot work order processes
- Schedule optimization, including resource skill matrix
- Implemented mobile field service functionality, service contract and preventative maintenance
- Supported business transformation activities in implementing SAP
- Full integration of master and transactional data throughout Sales Cloud and Service Cloud objects into SAP S4/Hana

"With Uptima's Salesforce (SFS), ServiceMax (Asset360), ERP, and integration experience, we were able to efficiently work through the design, build, and implementation of our integration with SAP and Sage 500. The experiences Uptima brought to the table helped us to remove prior headaches and add additional capabilities from what we had before"

NATE HOUSE
Solutions and Compliance Manager



CLIENT

Zimmer Biomet manufacturer and markets innovative solutions that support surgeons and clinicians in alleviating pain and improving the quality of life for people around the world. Their musculoskeletal and surgical robotic technologies allow them to service healthcare providers in over 100 countries.

EXECUTIVE SPONSORS

Danielle Armstrong, *VP Field & Operations*
Nate House, *Solutions & Compliance Manager*

PROJECT METRICS

800 Users Enabled; 8 Month Project Length
Systems integrated with: SAP, several home grown ERPs & 1 legacy mainframe ERP

INDUSTRY

Manufacturing
Medical Device

CLOUDS

Service Cloud
Field Service
ServiceMax Asset 360

SERVICES

Transformation & Implementation Services

