

Trust our Experience to manage your Business

PIC Informatica

System Integrator Company

Salesforce Case study

2023





PIC is a System Integrator which provides services for the main industrial and public administration sectors.

**Milan,
Rome, Turin**

> 20Mln€

2020 Revenues

32 years

of experience

Founded in 1990

> 250

employees and collaborators

**Engineers, developers and
managers**

Main services

01

CRM, SALES &
BACK OFFICE

02

FSL/WORKFORCE
MANAGEMENT/ASSET
MANAGEMENT

03

ECM, DOCUMENT
MANAGEMENT & OCR

04

HR & ORGANIZATION

05

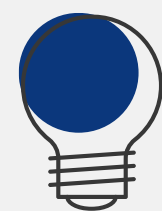
DATA WAREHOUSING&BI
BPM/INTEGRATION BUS

06

CLOUD & CUSTOM SOFTWARE
SOLUTIONS, DATA
INTEGRATION AND
MIGRATION



Over the years,
PIC has gained
experience on
the main
platforms and
technologies
on the market.



CRM

Salesforce
Siebel



BUSINESS INTELLIGENCE

TABLEAU
Qlikview, Qlik Sense,
PowerBI, Tibco
Spotfire,
Business Object,
Penthao



DOCUMENT MANAGEMENT

Opentext,
Captiva,
KOFAX



CONTAINERS

RedHat OpenShif
Kubernetes
Docker
Jenkins
Prometeus/
Grafana
ElasticSearch Stack
Apache Kafka



IB/Middlwar e/BPM

Mulesoft
WebSphere, IIB, IBM
BPM
Tibco BW 5 e BW 6
Microservizi AWS



DATA BASE

Oracle
SqlServer
Mongo
Posgres



CUSTOM SOFTWARE SOLUTIONS

React, Struts,
Net,
NodeJS,
Angular
....



MOBILE /CLOUD/PAAS

Android/iOS
Heroku/Firebase/Ze
Oracle Weblogic
Apache/Tomcat
RedHat/Jboss

Main Customers

UTILITIES



PMI / PA



SERVIZI FINANZIARI



Main Partners



PIC has implemented numerous Salesforce solutions, adapting them to specific customer needs

01

CRM
& POST SALES

02

SALES
ON BOARDING
–
MKT PROCESS

03

FIELD
SERVICE
–
WORK FORCE
MANAGEMENT

04


ASSET
MANAGEMENT



Main Salesforce Customers



FSL Unareti



Unareti improves costs managing its field engineers and contractors with Field Service Lightning

Challenges
Different tools and paper based processes used to support scheduled maintenance, retailer maintenance, and emergency services.

Challenges to ensure SLA adherence to Energy Authority.

Limited capability to optimize efficiency of third-party field engineers contractors

Solution
Salesforce platform for internal field engineers, and third parties Contractors.

Improved field operations with standardization, digitization and connected mobile workers with Field Service Lightning.

Portal for Contractors to manage billing info and technical documentation.

Integration to third party systems like SAP.

Better Reporting consolidating E2E Service.

Field Service
Community

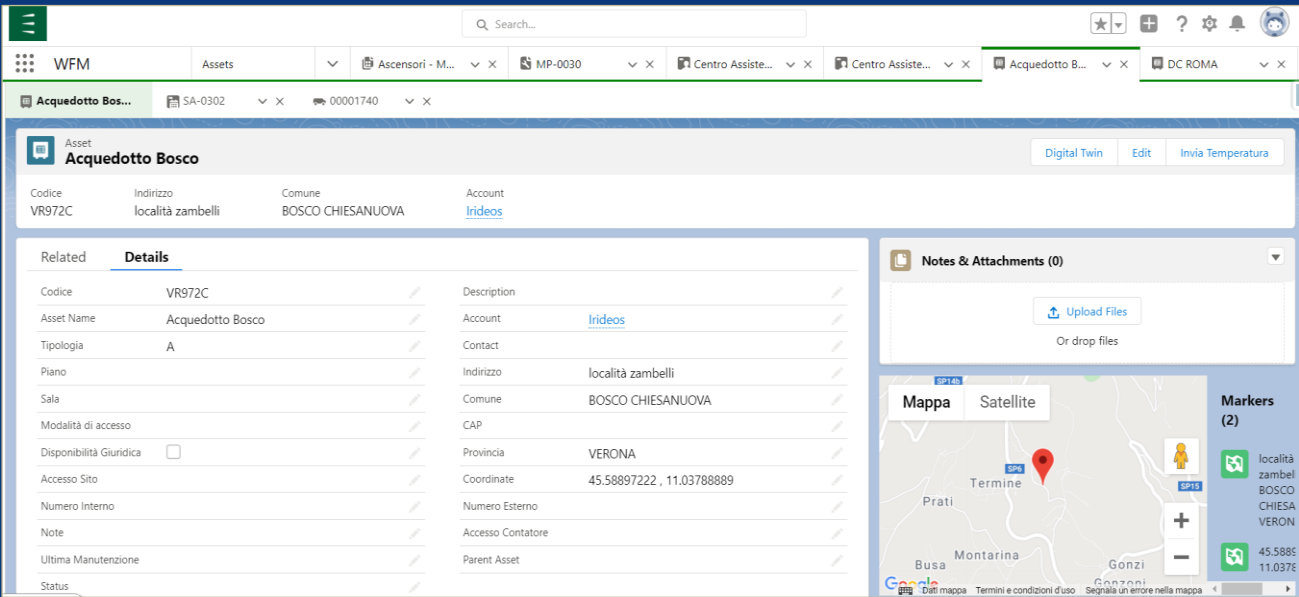
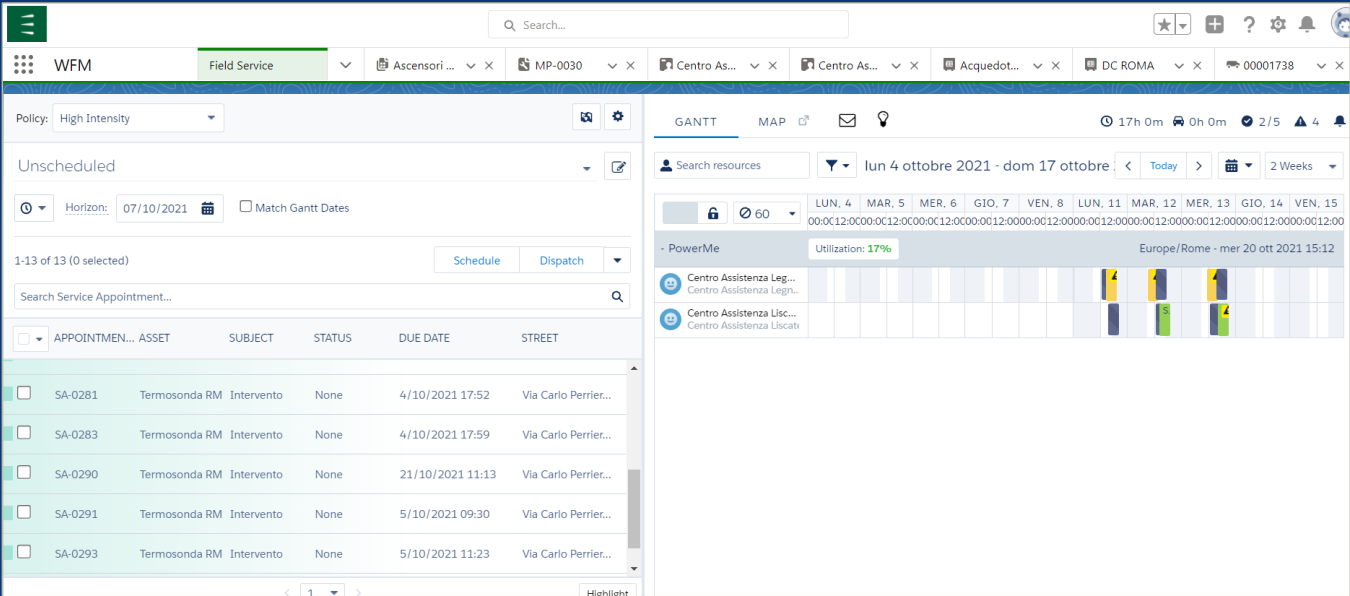
1.5 M
work orders per year

20%
Reduction in Authority's customer fines

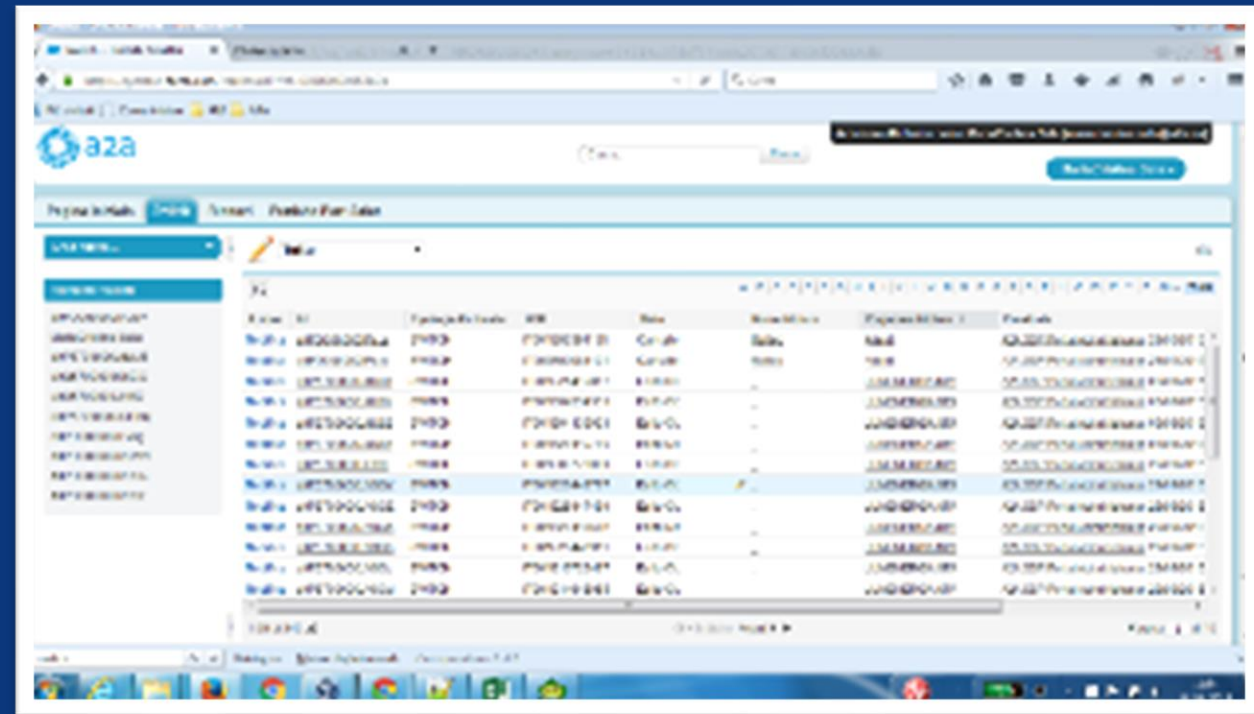
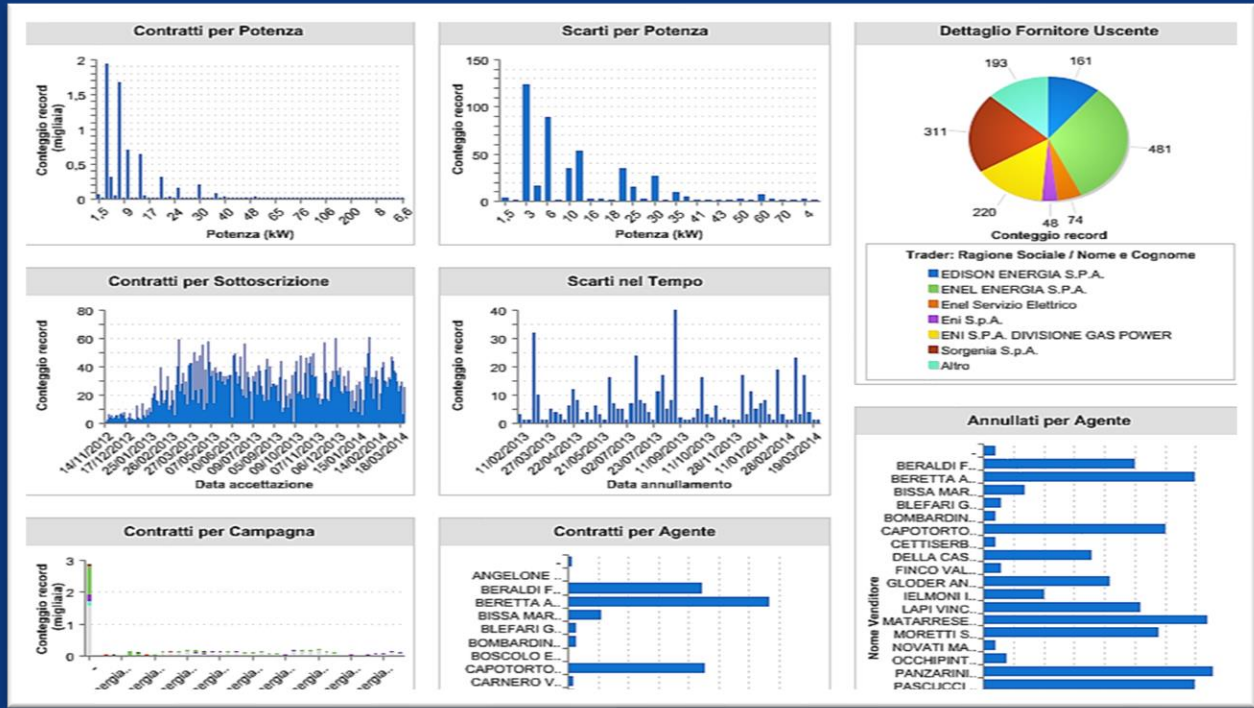
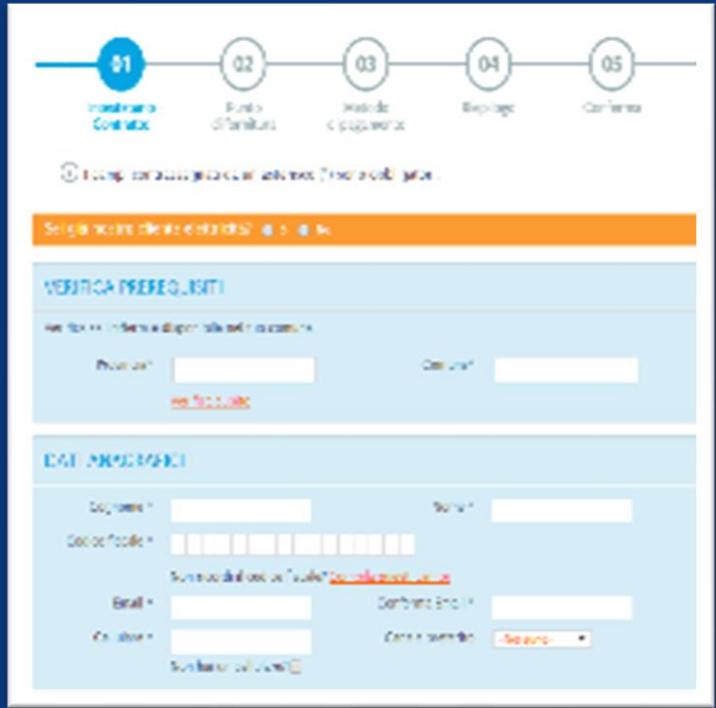
30-40%
Reduction in fix resolution time



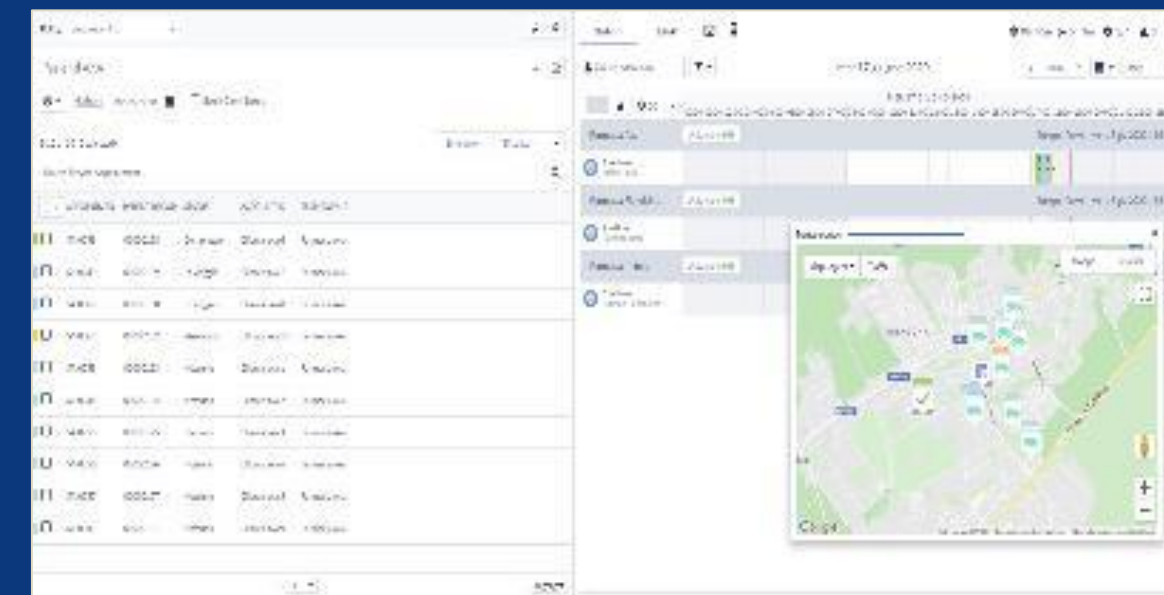
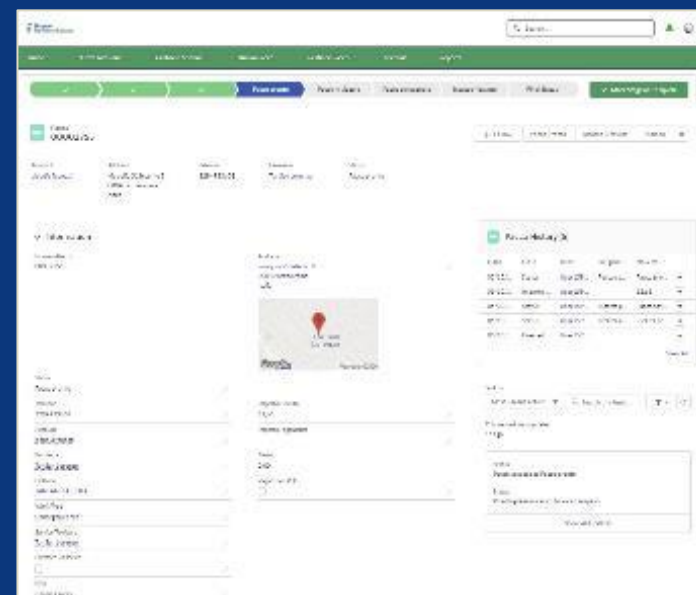
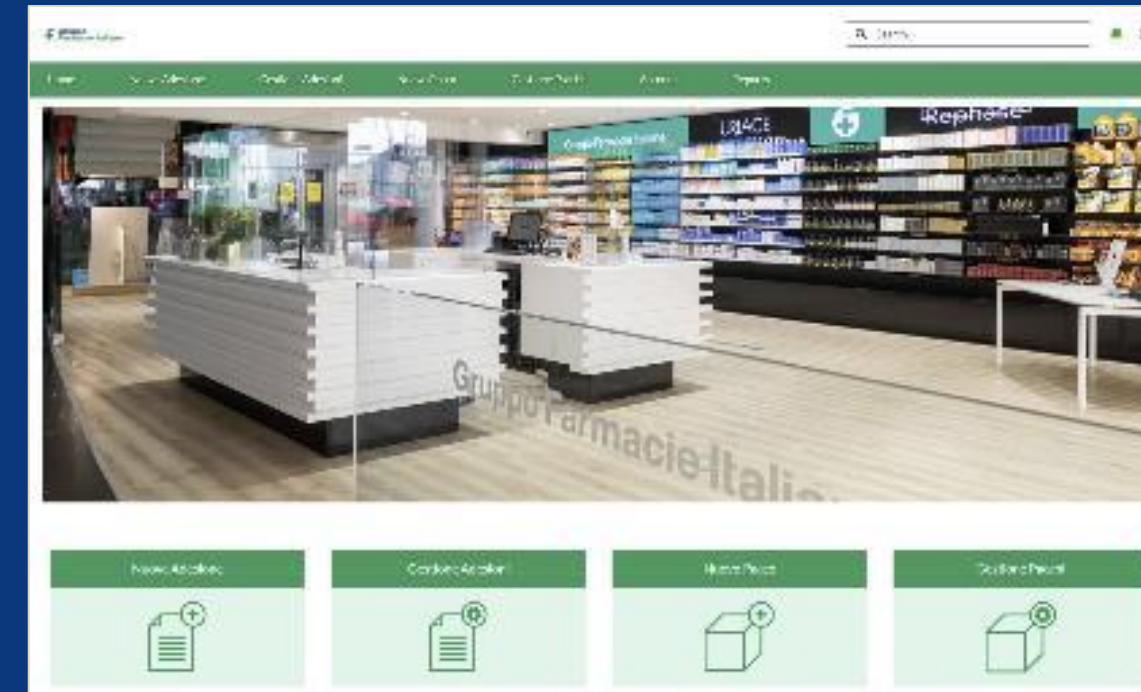
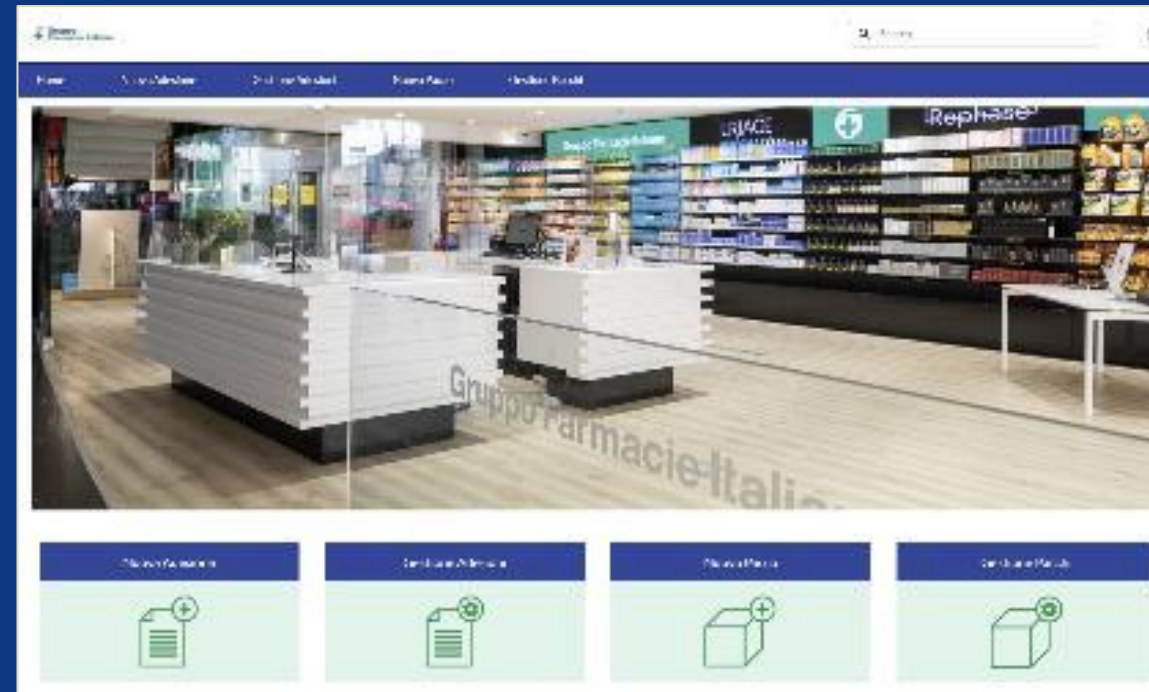
FSL Irideos Procurement & Tender



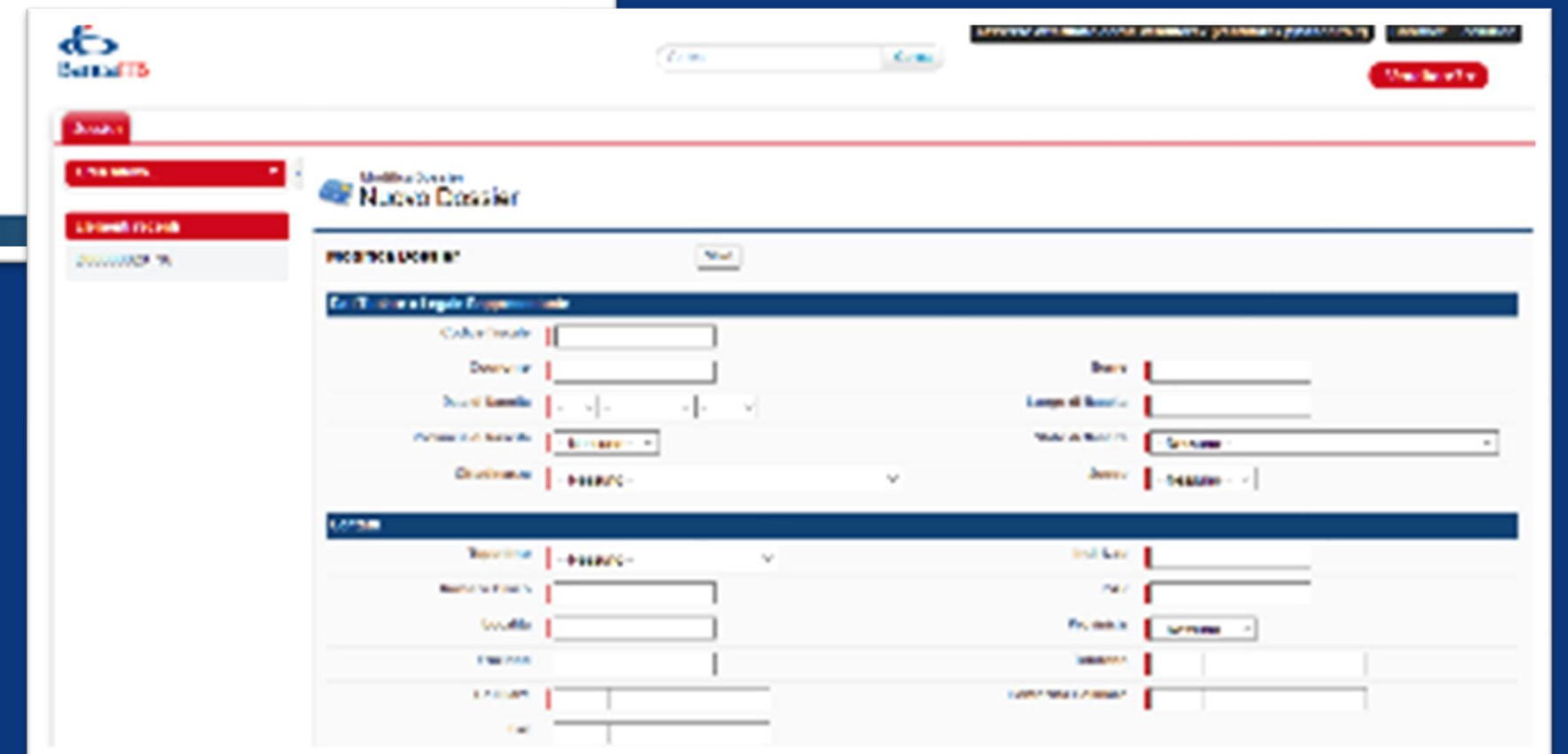
CRM
Sales
A2A Energia



CRM Farmacie Italiane



Sales Rep Portal Banca 5 (ex ITB)



Fsl e Asset Management EnelX

Asset		
096004-C003996		
Account	Contact	Quantity
Comune di Biella		

Details		Related
Asset Name	096004-C003996	
Technical asset type	Support	
Status	Active	
Install Date		
Location	SP102 13900 BIELLA IT BI PIEMONTE	
Electrical Risk		
Project Work		
Address	SP102 13900 BIELLA IT BI PIEMONTE null, BIELLA, 13900	
Business Line	eCity	
Last inspection date		
Certification date		
Use Support		

Account	Comune di Biella
Contract	
Commercial Asset	
Contract	
Make	Marca sconosciuta
Model	Modello sconosciuto
Model or part number	Modello sconosciuto
Serial Number	02i240000021tHsAAI

▼ Support Detail

Asset

096004-C003996

Account

Contact

Quantity

Comune di Biella

✓

✓

Active

Details

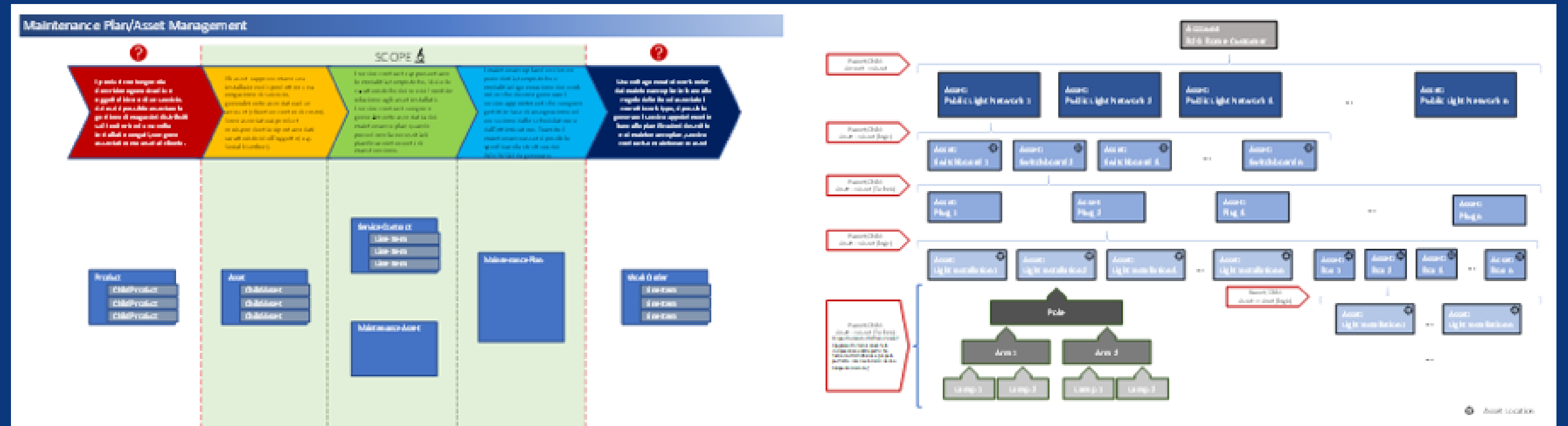
Related

Primary Assets (1)

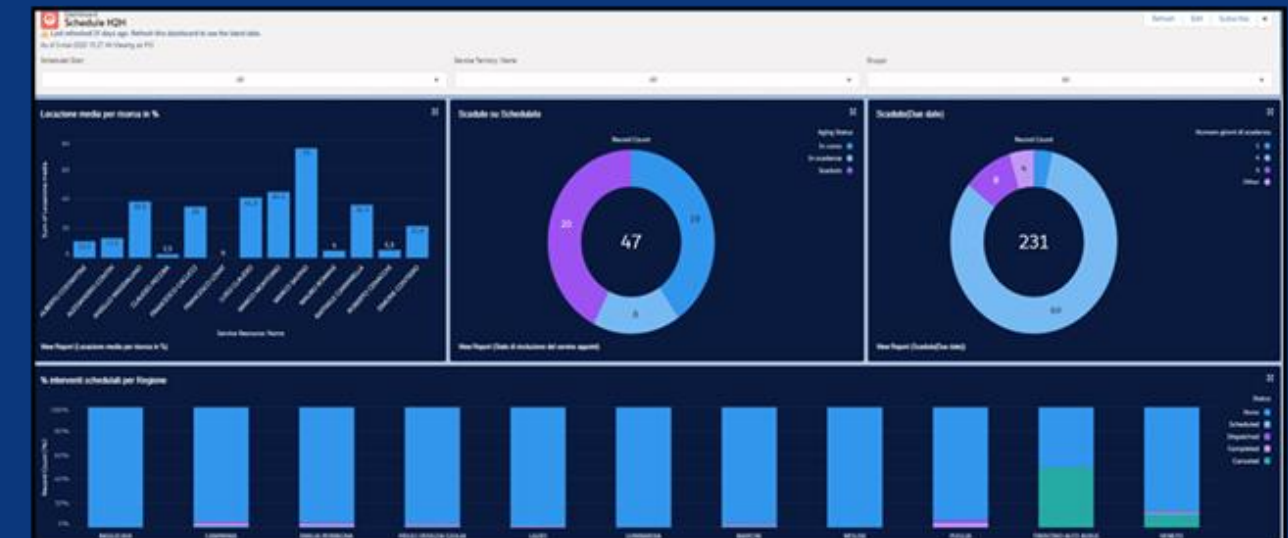
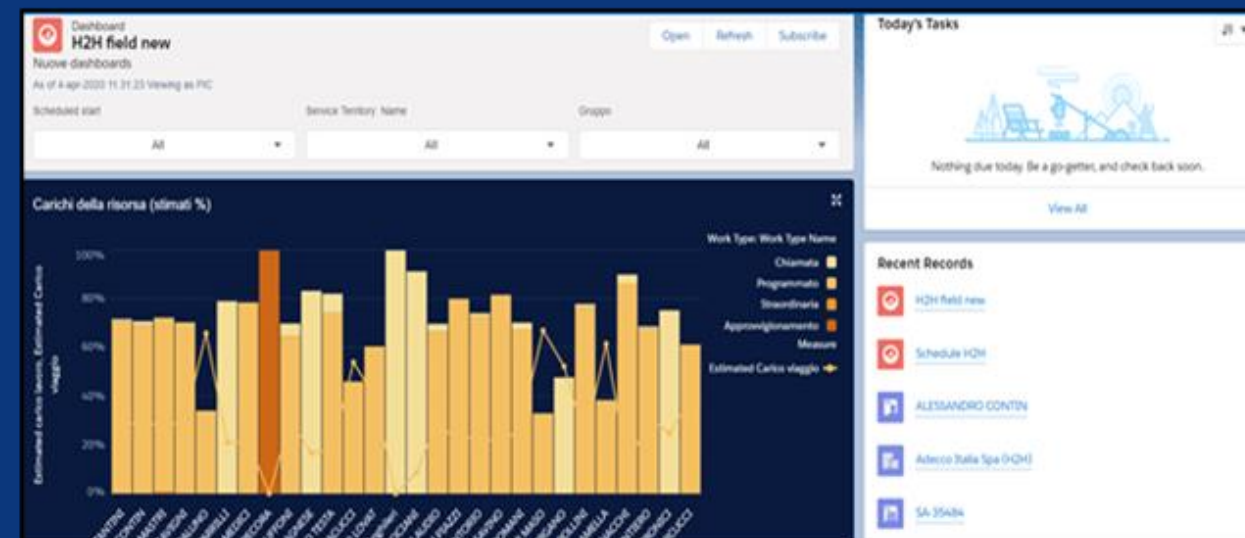
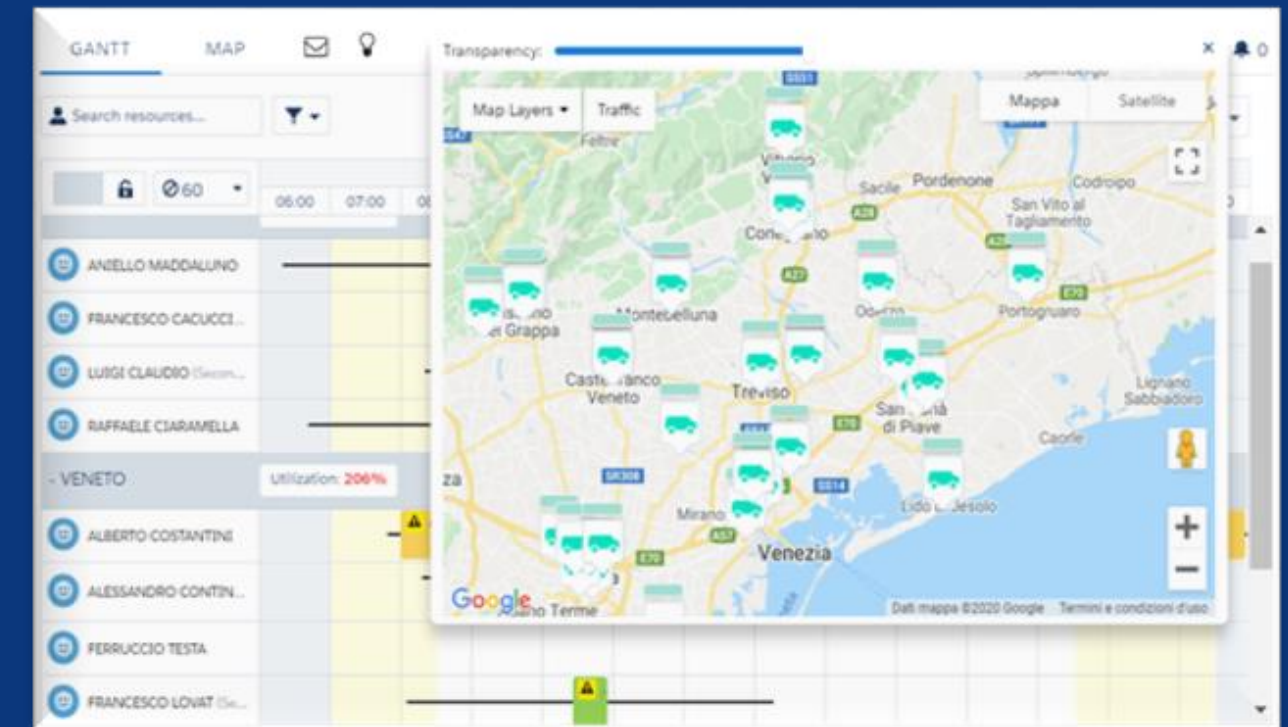
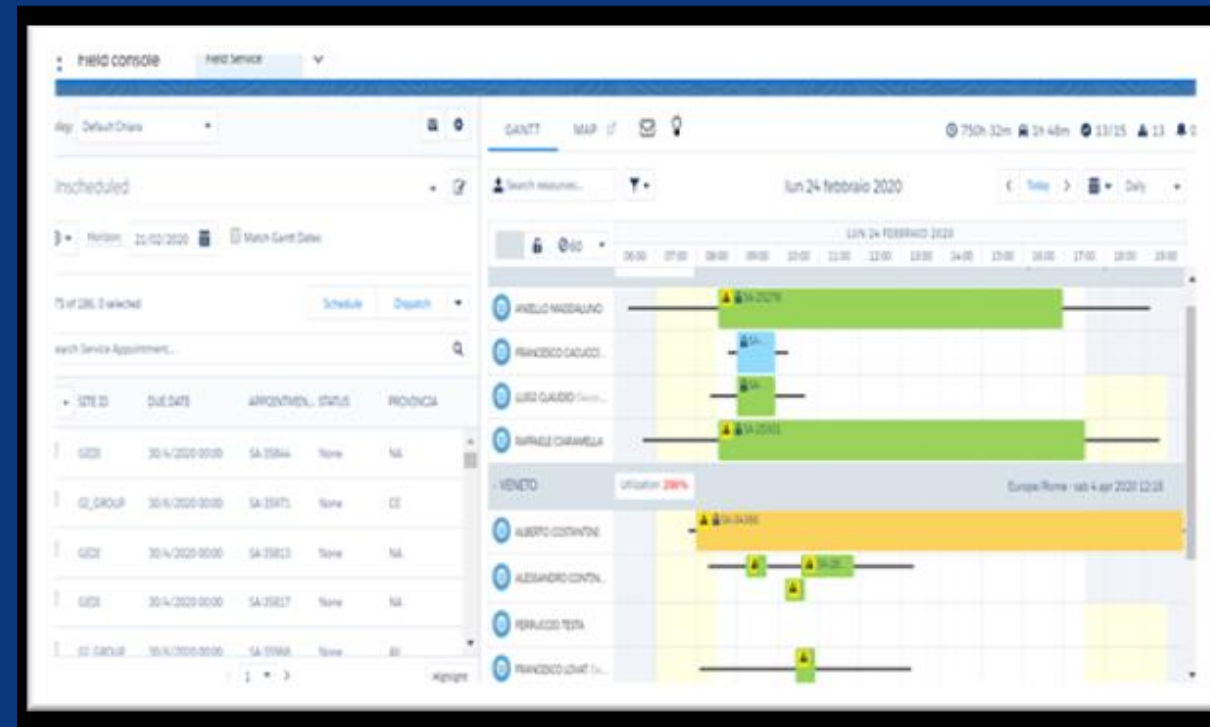
Asset Relationship Number	Asset	Relationship Type	From Date
ARL-0946779	096004-Q000000	Switchboard	01/12/2020 13.37
View All			

Child Assets (1)


Asset Name	Serial Number	Technical asset type	Status
096004-C003996-001	02i240000028C4SAAU	Lamp	Active
View All			



Fsl e Asset Management H2H Facility Management




Portale Fornitori e Servizi Tecnico Amministrativi Unareti


 [Pagina iniziale](#) [Unareti](#) [Support](#)

WFM Administrator ▾


Convenzioni




Nota Rifiuti



Presenze



 **Calendario**
5 aprile 2021-11 aprile 2021

< > Oggi ↺ 📅 ▾ Nuovo evento ☰

GMT +2 LUN 5 MAR 6 MER 7 GIO 8 **VEN 9** SAB 10 DOM 11

06						
07						

◀ APRILE ▶ 2021


Lun	Mar	Mer	Gio	Ven	Sab	Dom
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18


Ordina per:

Attività più recei ▾

▼

↺

 **WO-IST-2939355** – **WFM Administrator** ha creato una wointegrationservicetransaction.
2 h fa

 WO-IST-2939355

[Visualizza altri dettagli](#)

Mi piace

Commento

CESI FSL/Project Management

