

# CUSTOMER SUCCESS STORY



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

## INDUSTRY

MEDICAL/SCIENTIFIC  
DEVICES

## CLOUDS

SALESFORCE SERVICE CLOUD,  
SERVICEMAX FIELD SERVICE

## SERVICES

IMPLEMENTATION SERVICES, CHANGE  
MANAGEMENT, MANAGED SERVICES

## THE CHALLENGE

PerkinElmer found themselves struggling with a disconnected field service process that was spread across multiple legacy systems. Past field service system implementation failures loomed large, 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 processes, building a consensus between teams and rolling out Salesforce and ServiceMax worldwide over four regional go-live events. Highlights include:

- Global process harmonization
- Over 40+ integrations between Salesforce, ServiceMax and SAP
- Data transformation from several different service systems into a global Salesforce instance
- A custom auto-assignment engine based on geography and expertise
- ServiceMax iPad and Windows customizations that reduced clicks, resulting in 20% reduction in time for a technician to close a work order

