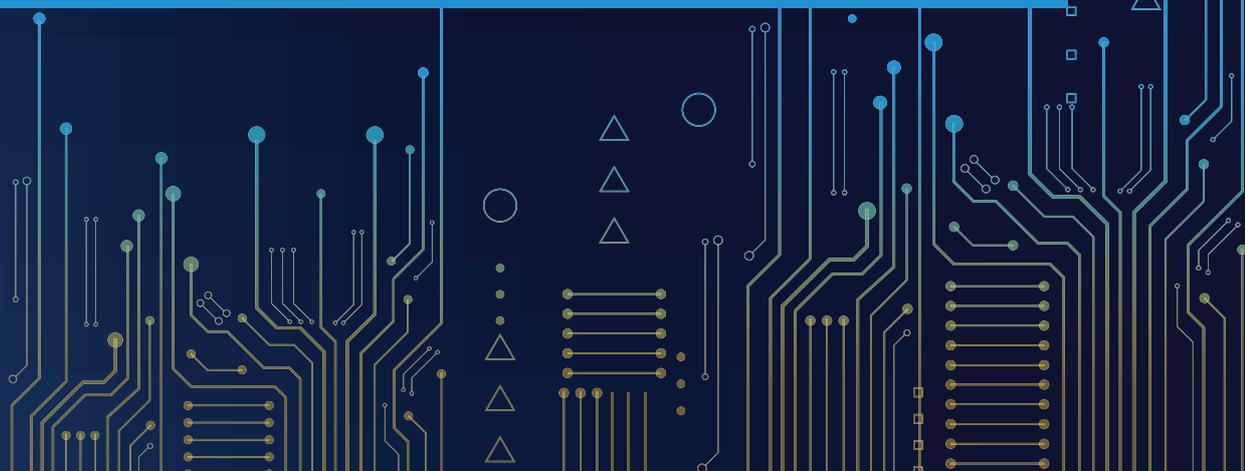


technical document

# Realize superior service with AutoServe powered by Salesforce Service, Field Service, Revenue, and Experience Cloud



The global field service market is growing at 19% and will become a \$25 billion industry by 2030. In today's ever-expanding landscape, the ability to provide quality and efficient service can create unparalleled customer experiences. Organizations are placing significant importance on their field service operations as it can propel real-time collaboration between field technicians and the customer. It can also create a 360-degree view of customers to provide personalized services and use data-driven insights to make informed decisions. Furthermore, organizations are constantly looking for ways to streamline and optimize their field service operations to increase productivity and provide superior customer experiences. Although the industry is growing at a frantic pace, organizations find it challenging to match the speed of execution with quality services and improve customer satisfaction scores. With automotive dealers scoring an average of 48 on the net promoter score (NPS), there is a huge scope for improvement in service execution.

### Some of the fundamental challenges plaguing automotive companies across regions include:



#### Service optimization and rapid resolution

Automotive companies want to improve the average first-time fix rate while delivering quality and reliable service with faster execution. They are also evaluating ways to coordinate and optimize operations and digitize and automate processes to improve customer experience.



#### Streamlining products and schedules

People lack clarity in product selection (models and specs) and often struggle to execute work orders for their customers.



#### Flexibility to modify/update recommended products

Organizations are not only looking for intelligent and accurate product recommendations but also the flexibility to modify and provide additional recommendations with ease. They are searching for dynamic service schedule update features to maximize their technicians' efficiency and productivity.



#### Communication and data access for field-service technicians

Organizations require dynamic checklists and SOPs to be readily available for various machines and equipment. They seek to improve their technicians' productivity by providing additional features to create cross-sell/up-sell opportunities on the go.

### Complex paper-based data management



Organizations want to do away with paper-based data management and automate processes around work order schedule, dispatch, assignment, and tracking. They also want to identify process inconsistencies and access data-driven reports and dashboards for effective decision-making.

### Insufficient insights

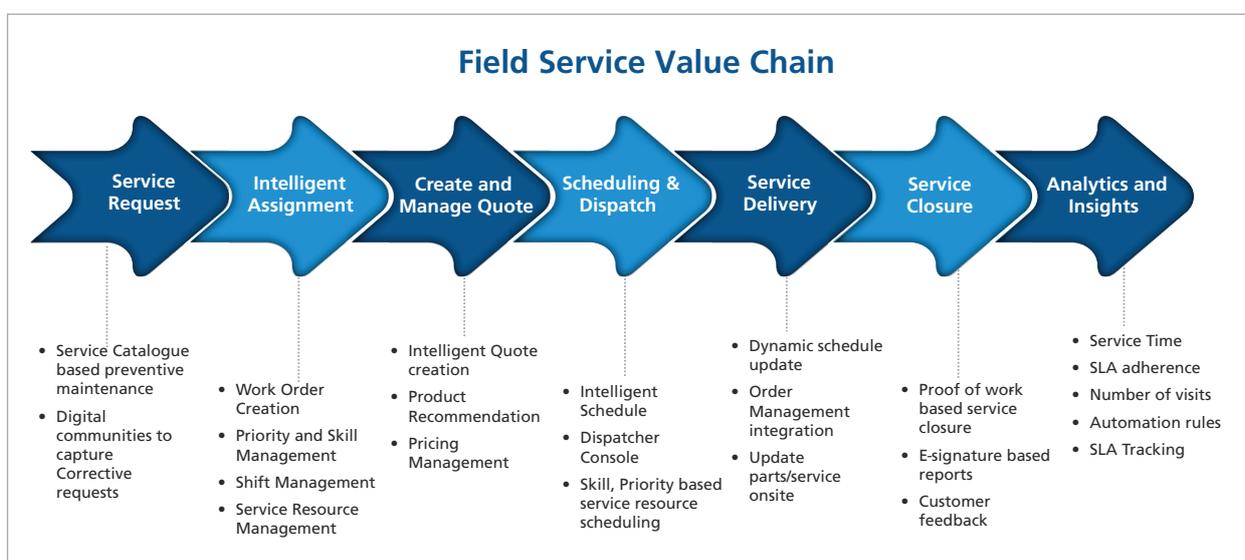


With digital service execution, organizations have a huge amount of data that requires further analysis. They need critical insights, pre-configured reports, and dashboards for dealers and customers to improve efficiency and drive decision-making.

## LTIMindtree's Salesforce solution for automotive companies

Our AutoServe solution offers pre-configured features and integrations, enabling automobile dealers to roll out field service in as little as three months. AutoServe is built on Salesforce Service Cloud, Field Service, Experience Cloud, and CPQ (Revenue Cloud). It enables you to develop and deploy your solutions faster, powering superior user experiences and frictionless customer journeys.

The AutoServe solution focuses on the areas listed below to help companies achieve holistic operational efficiency across the field service value chain.



Our solution provides a wide range of benefits, as highlighted below.

### Key benefits of AutoServe

 <b>Jumpstart Field Service</b> for 360 degree view in quick time	 Integrated <b>digital portal</b> for customer self-service
 <b>Intuitive Mobile app</b> with various preconfigured features	 Integrated <b>CPQ features</b> to create intelligent quotes
 <b>Automated scheduling of work orders</b> , real-time updates from field for dynamic changes	 <b>Asset tracking, viewing related contracts, and raising service requests</b> with real-time updates for customers
 <b>Integrated AI</b> for skill-based appointments, field service optimization, case routing and case prioritization	 <b>Insights</b> to service and field service with analytics
 <b>Increase collaboration</b> and build cohesive organization focused on supporting customers and employees	 <b>Cross-sell/upsell opportunity</b> during service visit

## Interested?

To learn more about how LTIMindtree's AutoServe solution can help your business get to the future, faster, please get in touch with us at [info@ltimindtree.com](mailto:info@ltimindtree.com). We would be glad to connect with you.



# References

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## About LTIMindtree

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 82,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>