

# Healthcare and Life Sciences

## About Diabsolut

### Experts in service, field service management and revenue solutions

- A North American solution integrator with 20+ years experience in ClickSoftware and Salesforce
- Dedicated to customer success and providing the best tools for the job
- Deep technical and integration expertise
- Experience from numerous successful implementation driving value for our clients



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## Industry Point of View

We specialize in streamlining Healthcare with their field operations on the Salesforce Field Service platform to help re-imagine service excellence, meeting changing demands in the field.

Today Healthcare providers, especially with home care services are compelled to do things focused on customer experience that drives retention. We see efficiency to reduce cost, speed of execution, mobile capability & safety at the forefront of priorities. Our Healthcare customers are staying the course on their longer-term digital transformation. Diabsolut has a proven track record of demonstrating fast ROI and the ability to support complex sales cycles with customer references, success stories, and an industry-best SME enablement team.

## Use Cases

### Assessment and Care Plans

### Acquisition of New Patients or Customers

### Quoting/Scoping

### Home Healthcare Visits

- Hazard Identification
- Provider Support
- Customer Enablement/Notifications/Mobile

### Patient or Customer Portal and Digital Experience

### Engagement

- Online/Mobile - Appointment Creation

### Biomedical Equipment/Devices and Healthcare Facilities

- Installation
- Routine/Preventative Maintenance
- Break/Fix
- Emergency Repair/Service
- Parts/Inventory
- Hazard Identification
- Contract Entitlement
- Contractor Portals/Management

## Assets

### Brochures

- Click 8.3 to SFS Migration
- Revenue Solutions
- Click FSE End-of-life
- PSA Time-of-day Scheduling

### Success Stories

- Bioelectric Medicine Company
- Geisinger
- Healthcare IT Leaders

## Partners



## Integrations



## Customers



# High Tech, Software, and IT

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## Industry Point of View

We specialize in streamlining High Technology field operations on the Salesforce Field Service platform to help re-imagine service excellence, meeting changing demands in the field.

Today technology companies are compelled to do things focused on assets, innovation, and customer experience that drive retention. Speed, flexibility, and agility are crucial elements to the success of our technology customers. They are staying the course on their longer-term digital transformation. Diabsolut has a proven track record of demonstrating fast ROI and the ability to support complex sales cycles with customer references, success stories, and an industry-best SME enablement team.

## Use Cases

### Asset/Product/Equipment Management

- Maintenance and Operations
- Emergency Maintenance
- Preventative Maintenance
- Repair/Troubleshooting

### Bundling of Products and Services

#### Parts Tracking

- Installation - Same Day
- Installation - Multi-Day

### Complex Configurations and Sales

- CPQ (Configure Price Quote)
- Pricebooks
- Quotes
- Contract/Warranty Management

## Assets

### Brochures

- Click 8.3 to SFS Migration
- Click FSE End-of-life
- The Rolling Warehouse™
- Monetizing Field Service
- Revenue Solutions

### Success Stories

- Airspace Security Tech
- Digital Signage Provider
- European VoIP Company
- Quest
- SurePrep
- TD Synnex

## Partners



## Integrations



## Customers



# Home and Business Services



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## Industry Point of View

We specialize in streamlining Home and Business Services field operations on the Salesforce Field Service platform to help re-imagine service excellence, meeting changing demands in the field.

Today Home and Business Services companies are compelled to do things focused on customer experience that drives retention. We see efficiency to reduce cost, speed of execution, automation & safety at the forefront of priorities. Our Home and Business Services customers are staying the course on their longer-term digital transformation. Diabsolut has a proven track record of demonstrating fast ROI and the ability to support complex sales cycles with customer references, success stories, and an industry-best SME enablement team.

## Use Cases

Emergency/Repair  
Installation/Services  
Maintenance  
Contract Entitlement  
Hazard Identification

Parts and Inventory  
Quoting and Scoping  
Customer Enablement  
Digital Engagement/Mobile:  
Create Service Appointment

## Assets

### Brochures

Diabsolut Solutions

- Click 8.3 to SFS Migration
- Click FSE End-of-life
- Revenue Solutions
- Monetizing Field Service The
- Rolling Warehouse PSA™
- Time-of-day Scheduling

### Success Stories

- Geisinger
- GMP (Gaz Metro Plus)

## Partners



## Integrations



## Customers



# Manufacturing

End-to-end solutions that deliver Industry 4.0 operational efficiency.



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Johnny Evangelista  
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## Industry Point of View

We specialize in streamlining Manufacturing operations with Salesforce Manufacturing Cloud and Salesforce CPQ (Configure, Price, Quote) to help increase efficiencies and visibility in manufacturing operations from production and procurement to leadership and engineering.

The Manufacturing industry is known to be behind in the adaptation of technology into its' operations and is currently navigating supply chain issues, rising material costs, and labor shortages. Connecting manufacturing teams and departments with the use of cloud-based technology is a must to obtain sustainable improvements and provide the ability to accurately forecast labor and material requirements.

Our team has deep industry knowledge and a proven history of supporting digital transformations within the manufacturing industry while creating well-designed processes based on our client's unique business needs.

## Use Cases

### Asset and Equipment – Maintenance and Operations

- Preventative Maintenance
- Smart Manufacturing/IoT
- Emergency/Repair
- Inventory Tracking
- Production Optimization and Connectivity

### Material Cost Estimation

### Create and Manage Quotes

### Automated Replenishment

### Guided Selling

### True Configurations and Sales

### Installation

- Multi-Day
- Same Day

### Forecasting and Planning

- Labor and Materials
- Supply Chain Management

### Order and Inventory

- Management and Tracking

## Assets

### Brochures

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- ☞ Click FSE End-of-life
- ☞ Revenue Solutions
- ☞ Monetizing Field Service
- ☞ The Rolling Warehouse™
- ☞ PSA Time-of-day Scheduling

### Success Stories

- ☞ Cleaning System Manufacturer
- ☞ Diversified Machine Systems
- ☞ Independant Can Company
- ☞ Wrought Washer Manufacturing

## Partners



## Integrations



## Customers



# Oil and Gas

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## Industry Point of View

We specialize in streamlining Oil & Gas field operations on the Salesforce Field Service platforms to help re-imagine service excellence to meet the changing demands in the field.

Today oil & gas companies are more willing to do things focused on cost takeout that drive further efficiency, and we see these organizations staying the course on their longer-term digital transformation. Diabsolut has both a proven track record of delivering fast ROI within the O&G industry, and the ability to support the sales cycle with customer references and success stories.

## Use Cases

### Midstream – Maintenance and Operations

### Offshore – Maintenance and Operations

### Onshore – Maintenance and Operations

- Pigging
- Measurement
- Inspection

### Rental Equipment Management

### Transportation

- Water Hauling
- Sand
- Chemical
- Oil

### Construction

- Infrastructure
- Optimization and Connectivity
- Network and Inventory Management

## Assets

### Brochures

Diabsolut ISV Applications

- ☞ Material Transport
- ☞ SFS-X (SFS extensions)

### Brochures

Diabsolut Solutions

- ☞ Click 8.3 to SFS Migration
- ☞ Click FSE End-of-life
- ☞ PSA Time-of-day Scheduling

### Success Stories

- ☞ GMP (Gaz Metro Plus)
- ☞ Major US Oil Company

## Partners



## Integrations



## Customers





# Telecommunications



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## Industry Point of View

We specialize in streamlining Telecommunications field operations on the Salesforce Field Service platform to help re-imagine service excellence, meeting changing demands in the field.

Today Telecommunications companies are compelled to do things focused on customer experience that drives retention. We see efficiency to reduce cost, speed of execution, automation & safety at the forefront of priorities. Our Telco customers are staying the course on their longer-term digital transformation. Diabsolut has a proven track record of demonstrating fast ROI and the ability to support complex sales cycles with customer references, success stories, and an industry-best SME enablement team.

## Use Cases

### Packages and Bundling

- Equipment and Services

### New Equipment Installation

### Site and Equipment/Asset Management

- Maintenance and Operations
- Measurement
- Inspection
- Repair

### Security Systems/Smart Home

### Feedback (CSAT surveys)

### Service Delivery

- Identify the Best Tech
- Provide Service
- Capture Pictures/Scan Barcode
- Service Reports/Digital Signatures
- Dispatcher and Tech Collaboration
- Safety Alarms for Techs
- Asset and Inventory Management

### Construction

- Emergency/Repair
- New Infrastructure
- Infrastructure Modernization
- Surveying/Auditing
- Parts and Material Tracking
- Capital Project Monitoring

### Sales

- CPQ
- Pricebooks
- Contract & Warranty Management

## Assets

### Brochures

- Diabsolut ISV Applications
- Material Transport
- SFS-X (SFS extensions)

### Brochures

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- Monetizing Field Service
- The Rolling Warehouse™

### Success Stories

- Cogeco Connexion
- Large Canadian Telco
- European VoIP Company

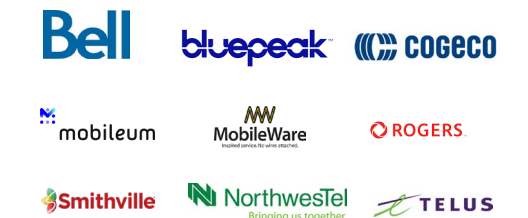
## Partners



## Integrations



## Customers



# Utilities

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## Industry Point of View

We specialize in streamlining utility field operations on the Salesforce Field Service platform to help re-imagine service excellence to meet the changing demands in the field.

Today utility companies are compelled to do things focused on assets while consolidating and integrating new innovative technologies. We see customer experience that drives retention and enablement, automation for regulatory compliance, technician safety, and remote assistance at the forefront of priorities. Our Utilities customers are staying the course on their longer-term digital transformation. Diabsolut has a proven track record of demonstrating fast ROI and the ability to support complex sales cycles with customer references, success stories, and an industry-best SME enablement team.

## Use Cases

### Construction

- Optimization and Connectivity
- Emergency/Repair
- New Infrastructure
- Infrastructure Modernization
- Surveying/Auditing
- Parts and Material Tracking
- Capital Project MonitoringB2

### Streetlight

- Pole inspection
- New Connect/Maintenance/Repair

### Distribution

- Maintenance
- Connect/Disconnect/New Customer
- Meter Installs/Changes/Removals
- Locates
- Emergency Repairs
- Damage
- Inspection (Corrosion, Anode, Paint)
- Lead Survey
- Measurement

### Transmission

- Tree Trim/Vegetation Management

### Substation

- Construction/Infrastructure/Maintenance

## Assets

### Brochures

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- ☞ The Rolling Warehouse™

## Success Stories

- ☞ GMP (Gaz Metro Plus)
- ☞ Canadian Utilities Provider

## Partners



## Integrations



## Customers

