



AccreteConsultingSolutions



REIMAGINE FIELD SERVICE OPERATIONS

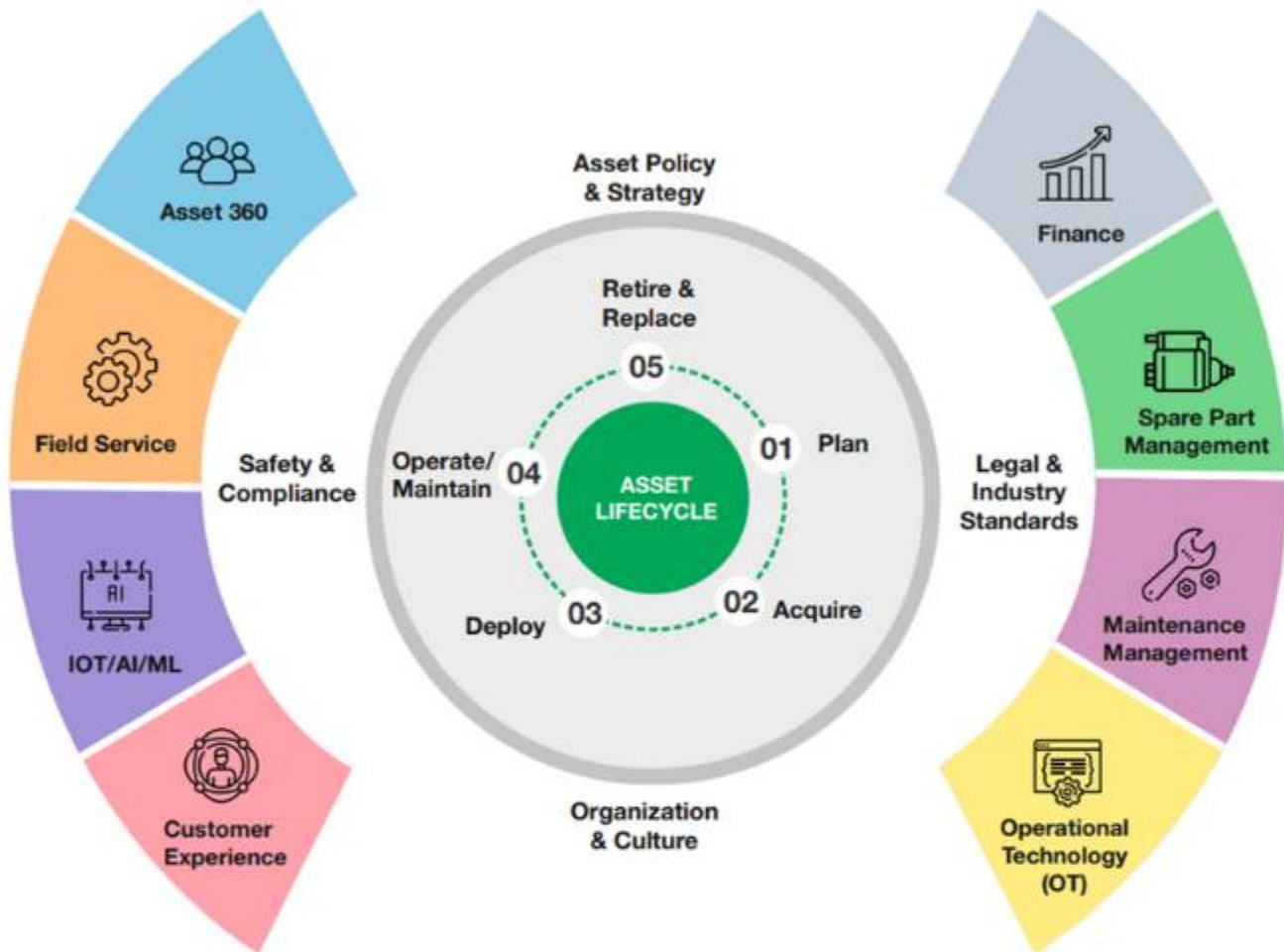
A reimagined field service model can successfully reduce cost and complexity while simultaneously enhancing productivity, increasing revenue opportunities, enhancing customer experiences, and ensuring a great experience for workers. Service organizations can leverage best in class reimagined business processes along with latest tools & technologies like Generative AI that shows the path to prescriptive field service based on mining rich assets and customer data to trigger the right service actions.

To achieve service excellence and go through the service digital transformation journey, organizations are increasingly turning to Field Service solutions from SAP or Salesforce. Customers can improve their core service business processes (i.e. Customer Service, Billing, Field service, Recalls, Warranty, Self Service, Crowd service & others) with IoT connected asset data and AI based automation & analytics, resulting in improved KPI's like OEE, First call resolution, Proactive Maintenance, lower MTBF, Faster time to resolution, Multiple dispatch avoidance and Reduced obsolescence & Parts inventory.

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Accrete has helped customers in industries like High Tech, Medical Devices, Heavy Equipment, Consumer goods and Construction achieve service excellence by performing global service transformations and end-to-end Field Service implementations leveraging service best practices and SAP or Salesforce solutions.



Digital Service Transformation

The digital disruption signals like IOT, AI, ML and customers' ever-increasing expectations and their influencing power, requires a fresh look at service strategy. We have extensive experience of providing services for such a service digital transformation, leveraging our multi-year experience in service processes & customer experiences, best practices, and our technology expertise.

Service Assessment

Accrete will perform an analysis of the organization's existing service processes, customer satisfaction, asset inventory, parts planning & logistics as well as the technology architecture supporting service operations. The assessment will include a comprehensive report featuring specific, prioritized action steps for quick wins and insightful recommendations for long term strategies.

End-to-End Field Service Implementation

We have implemented robust field service management solutions like SAP FSM and Salesforce FSM with integrated IoT/AI/ML solution for predictive maintenance, efficient service execution, and analytics. Some of the key features and functionalities that we have implemented include:

- **Customer Self-Service:** Quickly view the service history, Asset information and create new service requests online.
- **Mobile Field Service:** Enable field technicians to perform tasks like accept work orders, execute repair work/steps, perform inspections with checklists, get customer signature, place parts orders and provide quotations—direct from the mobile device.
- **Spare Parts Management:** Automate manual activities such as pick, pack, ship, receiving and put away. Set rules-based replenishment, parts handling, and accurate service costing.
- **Predictive Maintenance:** Combine sensor data with business information in your ERP, CRM, and EAM systems, using Predictive Maintenance. It also helps to plan and package your maintenance schedules dynamically to improve resource utilization and reduce asset downtime.
- **Schedule and Dispatch:** Prioritize important service calls and manage complex shift schedules. Assign people to the right tasks quickly with intuitive, drag-and-drop tools and AI-enabled automation.
- **Service Request/Ticket:** Create Service Requests to document all aspects of customer reported information & service tasks to be performed and measure Service KPI's.
- **Warranty/Service Contracts:** Track if the work performed is covered by a warranty or service contract and avoid any revenue leakage with timely renewals.

KEY BENEFITS OF FIELD SERVICE SOLUTION:

BETTER PLANNING & SCHEDULING

- Improved planning and scheduling of resources, tools, and parts
- Streamlined and efficient business processes by leveraging service best practices.

PROACTIVE MAINTENANCE

- Predictive and targeted maintenance resulting in cost savings
- Inventory insights & predictive parts

INCREASED REVENUE

- New revenue sources with new offerings leveraging EAM & IoT//ML/AI
- Reduced Revenue leakage with efficient contract/warranty renewal

INCREASED CUSTOMER SATISFACTION

- Higher First-time fix rate, uptime and reduced time to repair
- Digital Innovation & Transformation

REGULATORY COMPLIANCE

- Reduced costs & risks
- Improved decision making with Knowledge Management

IMPROVED EMPLOYEE PRODUCTIVITY

- Enable work to be performed anytime, anywhere.
- Automation and elimination of data entry errors

INCREASED ROI

- Improve ease of use, data integrity, and reporting capabilities
- Enhanced product quality leading to cost savings higher return on assets (ROA) with increased OEE

IMPROVED ASSET PERFORMANCE

- Equipment availability, asset longevity and operational efficiency
- Asset Tracking with asset details, maintenance history and streamlined recall process.