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Elevate Field Service Management

with Salesforce and Zensar

What is Field Service Management?

Field service management (FSM) helps organizations manage work tasks that need to be performed on location with coordination among multiple stakeholders. Field service management is critical to hi-tech manufacturing, oil and gas, energy, and utilities to support the core product. Minimizing machine downtime to bring in velocity has always been a key priority, and robust FSM helps restore the machine in fields to avoid the loss of critical productive hours. Now, more than ever, the utilities industry is witnessing a rapid pace of technological disruption. Quick and accurate task management is required for every request, be it remote assistance, scheduling of technicians, or self-service to handle cases.

Today, FSM is recognized as a driver for new business models as companies are strengthening their customer experience and venturing into servitization.

The FSM market is growing at a healthy pace of 11% compound annual growth rate (CAGR) and is expected to cross \$5 billion by 2025.

Energy & Utilities industry faces several business challenges



Lack of transparency and visibility

Lack of a central view and visibility into parts inventory, work orders or field engineers' schedule lead to inefficient operations



Inefficient Operations

Absence of automation in scheduling or compliance activities, and poor collaboration between technicians and dispatchers leads to low utilization and longer service durations



No real-time information

Inability to fetch real-time information on asset outage leads to higher downtime



High Costs

Limited visibility and tracking, lack of automation and inefficient utilization lead to higher cost of operations



Bulk Upload

Maintenance of jobs data is done on a spreadsheet, and there is no provision for service agents to upload multiple jobs to the FSL instance at once



Preventive Maintenance

Lack of visibility into free and paid maintenance schedules makes tracking difficult, and manually managing the same is time and effort consuming

How can we help with our proprietary solutions?

Field service management (FSM) is a comprehensive solution by Salesforce for boosting on field productivity. The capabilities include real-time visual support, faster call resolution, and automated scheduling.

At Zensar, we enhance your experience with Salesforce Field Service Lightning using proprietary tools and solutions:

- Work Management Solutions
- Preventive Maintenance Solutions

Work Management Solutions

Our work management solution helps you manage scheduling, tracking, and execution of service requests with ease.

Interactive UI for all stakeholders to access all the info at one location

AI driven based Next Best Action recommendations for:

- Service Appointment
- Extended Warranty
- Additional products

Provision for Bulk Upload of work orders and job reports across file formats helps with automated scheduling & optimization of end-to-end processes leading to faster work order closure, thus improving CSAT.

Guidance for success for all process components to help technicians achieve process compliance with ease

Self-service portal for customers to track their service appointments, view knowledge articles, manage cases

Scalable Inventory Module allows complete visibility into inventory, leading to better inventory utilization and faster turnaround

Knowledge Base with relevant articles & documents to guide technicians

Milestone tracking functionality to ensure SLA adherence

Mobile application for field staff to manage service appointments

Key benefits

- Improvement in the field staff utilization
- Boost in customer satisfaction score (CSAT)
- Reduction in manual intervention
- Better inventory utilization

Preventive Maintenance Solutions

Large enterprises find it challenging to manage preventive maintenance schedules for their install-base and different assets. Zensar's solution provides customers a view of upcoming maintenance planned for assets and install-base. This maintenance plan is configurable and allows enterprises to schedule free and paid preventive maintenance automatically. And the best part? The system is robust enough to be integrated with your ERP.

- Generate **automated work orders** for planned preventive maintenance
- **Efficient scheduling** of field service technicians by **leveraging availability, locality, and skill data**
- **Mobile application** for the field staff to manage service appointments
- **Real-time** updates across systems and channels allowing easy tracking of activities including maintenance start & end time
- **Better inventory management** with complete visibility into pending orders, available parts, and lead time for procurement leading to inventory cost optimization

Key benefits

- Higher efficiency and effective scheduling of field service technicians
- Improvement in CSAT due to faster problem resolution
- Centralized reports and dashboards improving resource utilization
- Reduction in operation costs due to improved visibility and faster turnaround

Why choose Zensar for optimizing your field service needs?

- Experience with over 10+ years of successful Salesforce delivery and CSAT of 4.96/5
- End-to-end partnership with capabilities across every phase of your transition – from architecture, integration to implementation and sustenance
- Deep subject matter expertise with our team of 290+ experienced certified cloud consultants and developers



Success story

How we transformed the way our client managed work orders using proprietary FSL solutions

Our solution

Having velocity in service stands at the core of what Zensar does and that's what we tried to do for our client. The key features of our solution were:

- Zensar's Work Management Solutions with Field Service Lightning (FSL) was used as the primary technology to provide the end-to-end business IT support
- Automated email to work order creation and service appointment creation process to boost productivity
- Improved communication between agents, back-office users and customers using automated email and chatter functionality
- Augmented transparency and visibility in processes by intelligent field service reports resulting in effective utilisation of agents

Key impacts

The implementation of Field Service Lightning brought to our client a range of benefits such as:

- 360° holistic view of all work orders
- Faster turn around of work orders with the aid of increased availability of functions on mobile devices
- Improved overall flexibility and offline support by virtue of FSL mobile app
- Faster customer communication by leveraging chatter for collaboration on work orders, service appointments, and cases

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An  **RPG** Company

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 130 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile, and disruptive while moving with velocity through change and opportunity.

With headquarters in Pune, India, our 10,000+ associates work across 33 locations, including San Jose, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

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