

1 Digital After Market Services | CognizantSUPERCHARGING VALUE AND PROFITABILITYDigitizing and streamlining aftermarket operationsProviding efficient installation, repair, maintenance and support requires integrating people, processes, analytics and latest technology. Cognizant Digital After Market Services helps digitize the end-to-end process.Manufacturing businesses are under constant pressure to find new sources of revenue and aftermarket services can potentially be a huge area for differentiation and a new profit stream. But providing efficient installation, repair, maintenance and support requires end-to-end visibility in the aftermarket value chain. This is a huge undertaking, but Cognizant Digital After Market Services can help to streamline the process.Cognizant has extensive experience integrating disparate systems and enhancing aftermarket services across a wide range of businesses. Our digital-first approach starts with digitizing your operations, offering a comprehensive suite of market-leading assets, including partnerships with OnProcess Technology and PEGA, to empower and bring together six main areas:Service request managementField service managementSpare parts order managementWarranty managementReverse logisticsAsset monitoringFor too long, the aftermarket services function has been seen purely as a cost center. Now, with broader, deeper digital solutions available, there has never been a better time to refocus on aftermarket services and transitioning that function from a sunk cost to a business opportunity.View PDFService request managementService request managementTypically undertaken in a customer contact center, this process resolves customer requests for service through call triaging and/or service request creation as a precursor to field dispatch.Field services managementField services managementThis process covers checking for parts, tools and skill availability, assigning tickets to technicians, dispatch and route optimization, as well as collaboration with suppliers/third-party providers.Spare parts order managementSpare parts order managementThe focus here is on assets and critical parts prioritization, inventory management, parts order fulfilment, backorder reduction, and parts return management.Warranty managementWarranty managementCapabilities here cover areas such as return merchandise authorization (RMA), claims processing and warranty supplier recovery.Reverse logisticsReverse logisticsThis broad and complex function includes returns authorization, discrepancies handling, problem shelf management, shipment track and trace, contract administration, and credit and rebill services.Asset monitoringAsset monitoringAsset utilization and optimization, maintenance planning and scheduling, incident management, and regulatory compliance management are all hallmarks of a robust asset management capability.Our perspectivesBeyond the vision: Realizing the promise of industry 4.0How seven manufacturers are laying the foundation to lower costs, boost revenues and enable market agility in the intelligent, connected era.Know moreAutomating the petroleum industry, from wells to wheelsCrude oil price pressures and the Great Crew Change drive automation to lubricate nearly every link of the petroleum supply chain. An automation capability framework that is defined by nine core capabilities advances a company's ability to become digital.Know moreFeatured workUTILITIESAutomation center of excellence trims costs and fuels productivityKnow more