

Resolve - Field Service Management

About Client

- As one of the leading manufacturer of the electronics goods such as Laptop, CPU's, Mobile Phone, Tablets, etc., provides support and service solutions to end users and businesses all around the world.
- Field engineers, CCI agents, and CEC agents are responsible for driving the service business and increasing product sales.
- As Sales & Services play a critical part in marketing, client services are attempting to integrate innovative technologies to provide satisfied customers.

Challenges faced by the Client:

- They can't provide the MSD access to every user to update the details of the service order in MSD since it will cost for subscription.
- Client has no way to track the parts replaced during the repair. This leads to the fraudulent use of free warranty claims.
- During the monsoon season, they will want temporary engineers because service compliance will be high. They can't track all the service orders with limited access to the CRM tool.
- Client lacks the ability to establish faith in the newly hired engineers' abilities.

Resolve

FSE Work Orders

55

New Order - 50

Assigned - 28

Rejected - 10

Region

Status

City

Location

Search

Select region

Select status

Select city

Select location

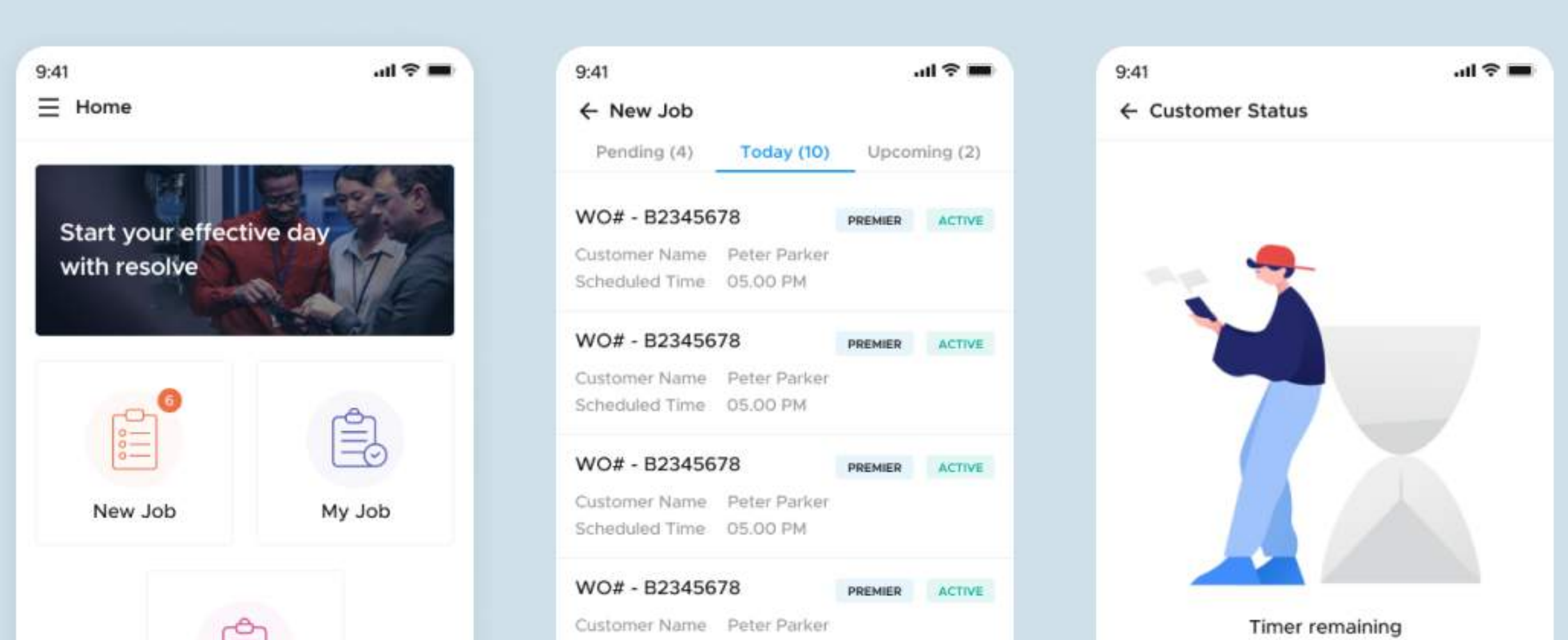
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Action	Case# T1	WO# T1	PUDO/LOC ID T1	Proficiency T1	Title T1	City T1	Tech Assignment	Priority T1	Issue Raised On T1
	618209476374	WOI234567890	347547893	ELITE	Keyboard	Chennai		PREMIER	19-05-2022 10:20 AM
	618209476374	WOI234567890	347547893	ADVANCE	Keyboard	Chennai		NORMAL	19-05-2022 10:20 AM
	618209476374	WOI234567890	347547893	CORE	Keyboard	Chennai		MEDIUM	19-05-2022 10:20 AM
	618209476374	WOI234567890	347547893	CORE PLUS	Keyboard	Chennai		4 HOUR	19-05-2022 10:20 AM
	618209476374	WOI234567890	347547893	ELITE	Keyboard	Chennai		HIGH	19-05-2022 10:20 AM
	618209476374	WOI234567890	347547893	ADVANCE	Keyboard	Chennai		VERY HIGH	19-05-2022 10:20 AM
	618209476374	WOI234567890	347547893	CORE PLUS	Keyboard	Chennai		DO NOT USE-HIGH	19-05-2022 10:20 AM
	618209476374	WOI234567890	347547893	ADVANCE	Keyboard	Chennai		DO NOT USE-PREMIER	19-05-2022 10:20 AM
	618209476374	WOI234567890	347547893	CORE	Keyboard	Chennai		VERY HIGH	19-05-2022 10:20 AM
	618209476374	WOI234567890	347547893	ELITE	Keyboard	Chennai		HIGH	19-05-2022 10:20 AM
	618209476374	WOI234567890	347547893	CORE PLUS	Keyboard	Chennai		MEDIUM	19-05-2022 10:20 AM

Solutions

- Created a Web application for the field service management business process.
- Created a Mobile application for gathering the information in the Field.
- Mobile application was having the multiple business process in one build.
- New business process added, and existing business process modified while building the new mobile application.
- Worked on the store procedures for altering the results based on the current needs of the client.
- Created the new User interface which helped all the type of users to use in an efficient way.
- The approval process was made in an easy way not notifying the approval sources even though they have not logged into the application Created a Mobile application for gathering the information in the Field.



Benefits Outcome

- 100% reliable data for forecasting and understanding their business.
- Remarkable increase on the application usage.
- Reduction in application maintenance cost which eventually increased the profit.
- Service has become completely scalable even for future.
- Eliminated the redundancies of data.

