

Columbus®

Field Service Assessment


Increase your service revenue and decrease your service costs with Connected Field Service

This workshop and assessment will help you better understand the wide range of techniques and tools available to the modern business. Ultimately, this will help you manage your Field Service requirements, boost customer satisfaction and improve first-time-fix rates.

Every business has a subtly different way of working with their customers, but this assessment program will examine your individual circumstances. In doing so, you'll receive the tools needed to enhance your Field Service processes, from the management of customer and business demands to optimising your available resources and improving your first-time-fix rate.


This will then help you establish processes for managing your customers so you can assist them in the right ways, making them more positive about buying from you again when the time is right.






Increase onsite efficiency and first-time-fix rates

Empower your field service engineers with improved access to data on their mobile devices such as work orders, route directions, customer preferences and collaboration tools, even without internet access.



Improve customer satisfaction with proactive service

Reduce unnecessary service visits with IoT predictive technology, allowing you to detect, diagnose and solve problems before the customer is aware. This supports your Service Level Agreement goals, builds customer trust and improves overall satisfaction.

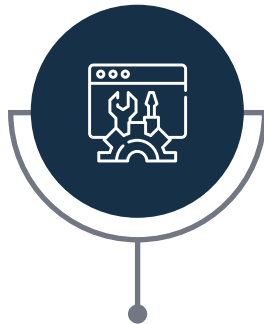


Optimise your resources to maximise fleet performance

Fit in more appointments per day with optimised routes and assignments using an interactive, real-time scheduling board. This allows you to match your field service engineers based on demand for specific skills, priority or location.



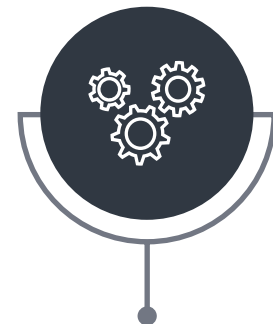
Effectively plan and manage customer demands across all channels



Efficiently manage service agreements and preventive maintenance



Empower agents and technicians with tools to manage and solve cases



Integrate and unify data, systems and apps to automate and manage complex business processes

Columbus Global's assessment-based approach will consist of two main sessions, with a break for lunch and preparation.

The morning will focus on discovery – allowing our consultants time to understand your current approach to Field Service, and the USPs that make your business different to other competitors.

The afternoon will then use your USPs, merging these with modern techniques to put together a suggested best practice approach to Field Service. This will be a good start for you to drive improvements in remote Service Delivery across your business.

Morning: Discovery, USPs and Consensus - 2 hours

- Imagine a future state for your business
- Explore what that transformation could mean for your business
- Understand the current priorities and challenges
- Identify the key initiatives that will support these objectives
- Highlight the top initiatives that will bring in the highest value in the shortest time

Afternoon: Best Practice Field Service - 2 hours

- See Modern Connected Field Service in action
- Learn how it can address your priorities and challenges
- See if it meets your top initiatives
- Envisage how it could meet your “future state” objectives
- Discuss and plan how to achieve your future state transformation

Next steps: Book your free consultation with one of our industry experts today.

Contact:

Do you want to know more about how we can help you?

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About Columbus

Columbus is a global IT services and consulting corporation with more than 2,000 employees serving our customers worldwide. We bring digital transformation into your business and position you to thrive far into the future.

We are experts in designing, developing, implementing, upgrading and maintaining digital business applications that help your business succeed in the digital transformation. Our consultants have experience in developing businesses in many different industries all over the world.

We offer a comprehensive solution portfolio with deep industry knowledge, extensive technology expertise and profound customer insight. We have proven this through 30 years of experience serving more than 5,000 customers worldwide.

Let us help you realise the full potential of your business.