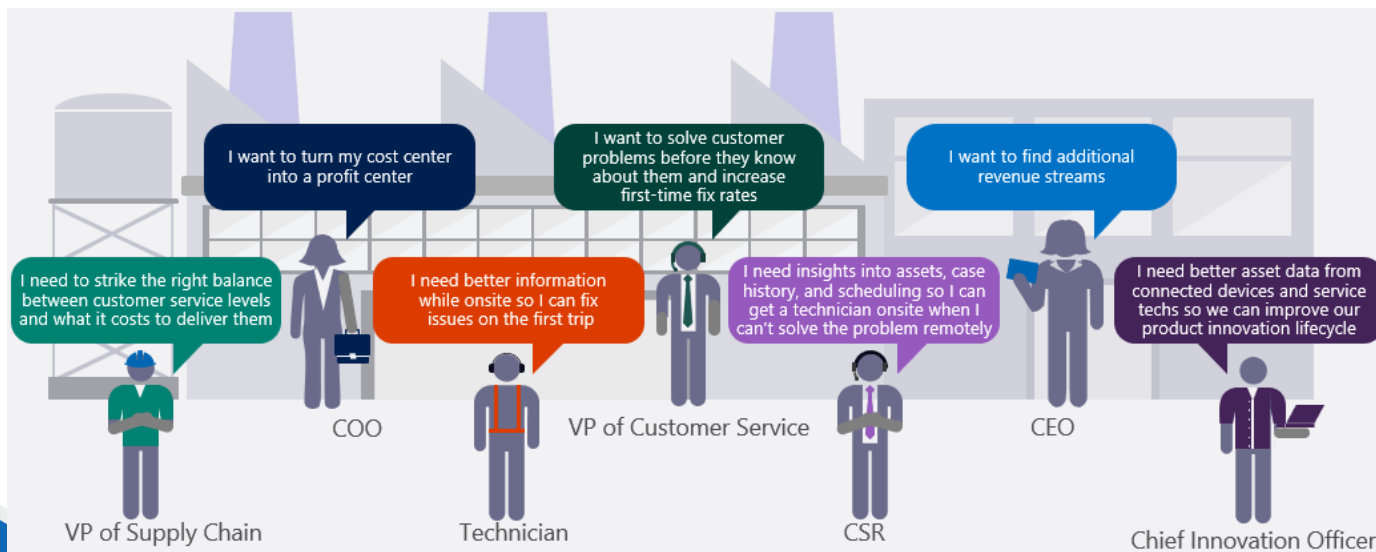


HCL Technologies
Microsoft Business Unit (MBU)

True Connected Field Service

Legacy systems and manual processes, lead to increased cost and wasted time

Settling for an outdated, disconnected field service solution reduces productivity, and leads to frustrated employees and customers. Increase service revenue, and employee and customer satisfaction, and receive intuitive insights with a Connected Field Service solution from HCL Technologies.



CHALLENGES

Using outdated, disconnected systems and labor-intensive methods increase operational cost and lead to frustrated employees, higher turnover, and fragmented data and reporting.

IDEAL SOLUTION

Using a Connected Field Service solution from HCL Technologies, quickly move from a costly, disconnected break/fix model to a proactive, predictive maintenance model. Reduce downtime and maintenance costs, and gain visibility into products and services.

DESIRED OUTCOMES

Intelligent, connected devices and automated processes will lead to increased employee and customer satisfaction, increased profits and services revenue, and provide valuable insights into product, services and more.

HCL Technologies

True Connected Field Service

Empower your team to proactively resolve issues, maximize technician productivity, reduce administrative overhead and increase customer satisfaction using the built-in intelligence and cutting-edge digital tools of Microsoft's Connected Field Service.



DRIVE PROFITABILITY IN INNOVATIVE WAYS

Automate work order scheduling and dispatching, guide technicians with mixed reality, and support preventative maintenance with IoT (Internet of Things), increasing revenue and reducing cost.

GAIN PREDICTIVE ANALYTICS AND INSIGHTS

Improve operations and build service insights using a virtual model of a process, product or service (Digital Twin), and use data analytics to optimize profitability.

ONE PLATFORM, ONE INTEGRATED SOLUTION

Using the power of the complete, innovative Microsoft stack, a True Connected Field Service solution from HCL Technologies will help connect people with products and processes, get real-time insight and mobility, and improve employee efficiency.

HCL Technologies' True Connected Field Service + Microsoft Business Applications (and beyond!)

Utilizing the innovative, complete Microsoft ecosystem, the True Connected Field Service solution from HCL Technologies combines state-of-the-art, Field Service with Remote Assist (AR/VR), AI (Artificial Intelligence), Machine Learning, Automated Scheduling and more.

1

IMPROVE TECHNICIAN EXPERIENCE

Increase first-time fix rates by ensuring technicians are dispatched with the right tools and offering real-time assistance with remote assist. Reduce travel time between jobs by automating and optimizing scheduling, and effectively communicating and coordinating last-minute schedule changes to field technicians and employees.

2

SWITCH FROM REACTIVE TO PROACTIVE MAINTENANCE

Utilize the power of IoT to predict when service is needed, rather than waiting for a service call to be scheduled. This improves customer satisfaction and creates a trusting relationship between the business and the customer.

3

RECEIVE PROACTIVE INSIGHTS AND REAL-TIME ANALYTICS

Improve the product innovation life-cycle and find additional revenue streams by safely collecting data in real-time, and having the ability to slice and dice data in a way that provides these insights.

Customer success: Kelly Roofing

Kelly Roofing uses Microsoft Dynamics CRM Field Service Functionality to communicate and coordinate with their crews on the ground



OPTIMIZED SCHEDULING

“In just the first month out, we have already set up territories to save drive time and allow faster responses to site,” says Ken Kelly, President of Kelly Roofing. “Our production numbers are up 27% month over month, and we are just scratching the surface of efficiency gains.”



REAL-TIME COMMUNICATION

Crews have mobile devices where they can update the status of a job, which reflects back on the schedule board in the office. This means office dispatchers are getting the most up-to-date information and can use that information to continue optimizing schedules and keep customers informed.



INCREASED OVERALL EFFICIENCY

The efficiency gains that Kelly Roofing has seen since implementing their field service solution allows them to spend more time handling more complicated issues, rather than trying to hash out schedules.



“Kelly Roofing's experience with Microsoft Dynamics CRM was so successful we decided to leverage Field Service to expand knowledge share throughout the entire company. Now our customers receive the same high level of customer service from commencement through completion.”

- Ken Kelly, President

WANT TO LEARN MORE? CONTACT HCL TECHNOLOGIES TODAY!

Ask a question or request a customized demo:

<https://www.powerobjects.com/contact/>

Call for more information: 866.770.3355

Learn more: <https://www.powerobjects.com/services/field-service-management/>

Microsoft Commercial Marketplace offer: (need link)

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