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Microsoft Business Unit (MBU)

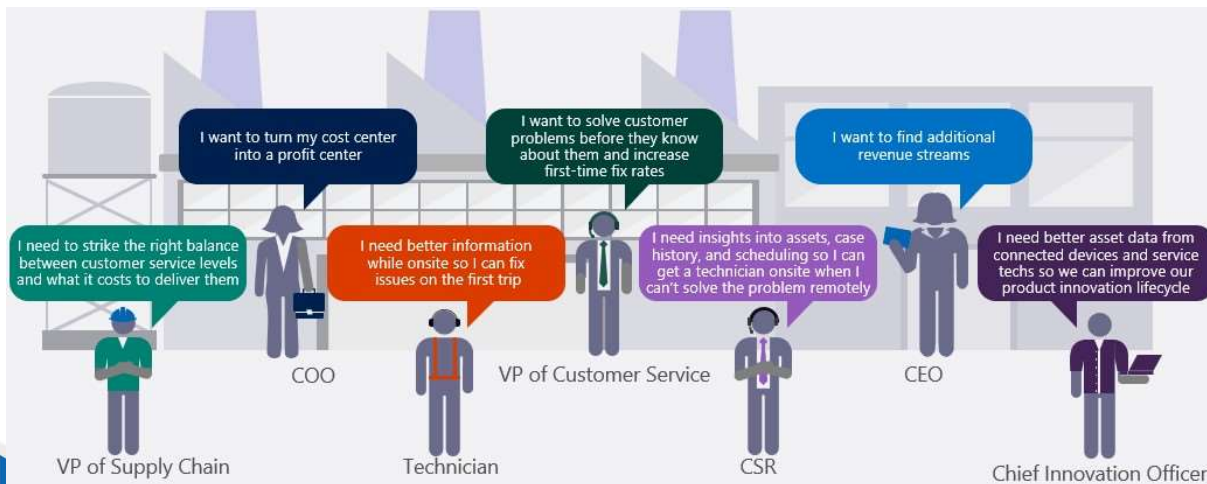
Connected Field Service for Utilities

Technology for the Next Decade, Today.

 Microsoft

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Settling for an outdated, disconnected field service solution reduces productivity, and leads to frustrated employees and customers.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 for Utilities solution from HCL Technologies.



CHALLENGES

Using outdated, disconnected systems and labor-intensive methods increase operational cost and lead to frustrated employees, unhappy customers, and fragmented data and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

IDEAL SOLUTION

Unify operations with a Connected Field Service for Utilities 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

Connected Field Service for Utilities

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 profitability by enabling predictive maintenance, to allow you to detect, troubleshoot, and resolve issues remotely so a technician is only dispatched when necessary, and even before an asset becomes a problem for your customers.

ONE PLATFORM, ONE INTEGRATED SOLUTION

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

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

Utilizing the innovative, complete Microsoft ecosystem, the Connected Field Service for Utilities 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.



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.



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 utilities company and the customer.



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: Largest Independent Retail Electricity Provider in the U.S.

Provider uses Microsoft Dynamics CRM Field Service Functionality to coordinate and communicate to optimize operations.

OPTIMIZED SCHEDULING

A more reliable system allowed Provider to plan in real-time for both internal processes and field technician scheduling. The full integration of case management means everything is recorded and integrated within Dynamics to optimize process and better serve their growing customer base.



ACCESSIBILITY FOR FIELD TECHS

Mobile capability allowed for field technicians to have the right information, at the right time, right at their fingertips. By having a mobility solution, techs were able to access information and also update the back office in-real time, meaning continue optimization for dispatching and scheduling and opportunity to keep customers informed.



STREAMLINED OPERATIONS

By implementing an integrated and reliable solution, better cross-team visibility for customer service, marketing, operations, and sales data was achieved, improving operations and performance resolution.



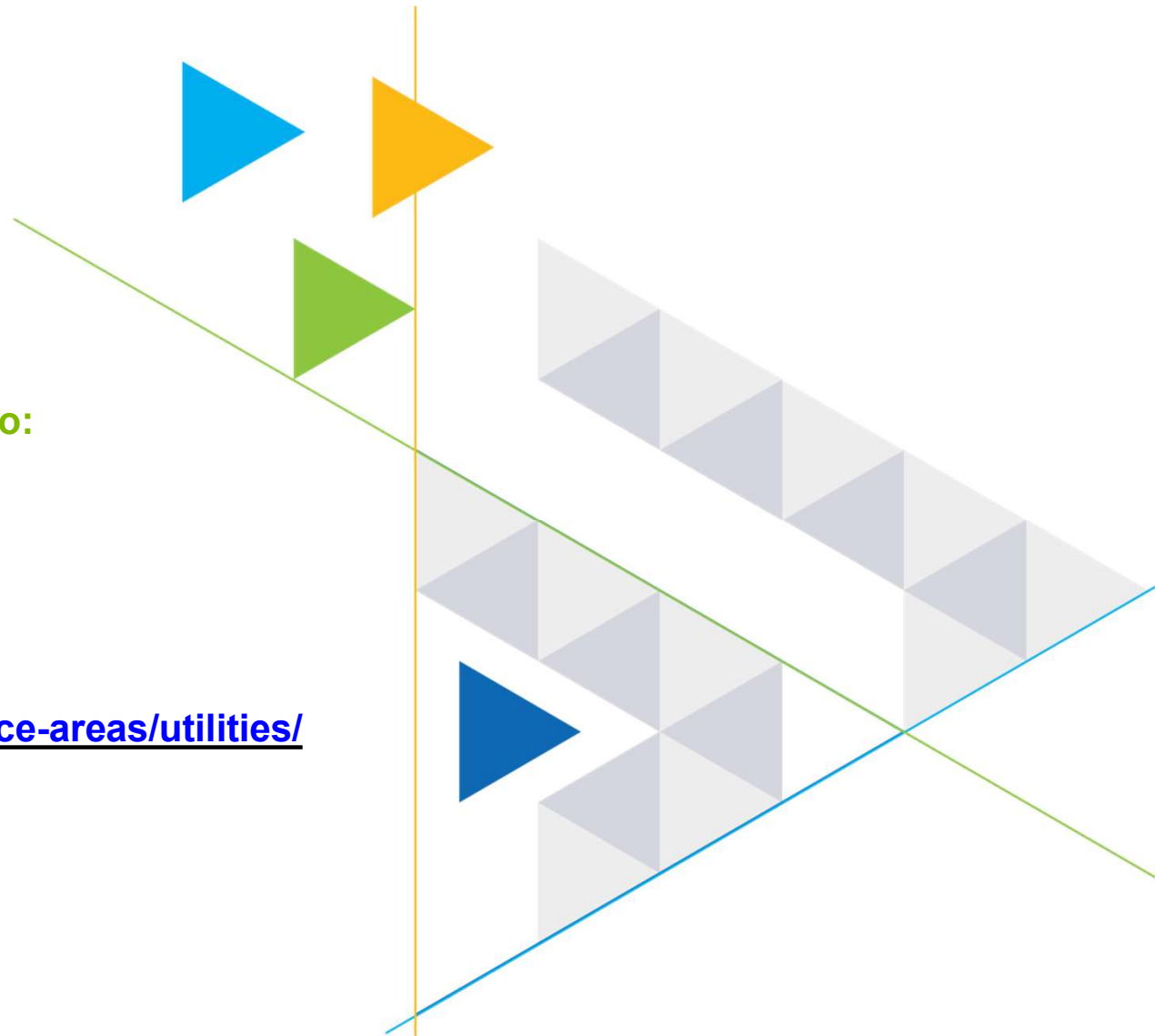
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