

CONNECTED BLUEPRINT™

for **Field Service**



Uncover possibilities and take the first steps to modernization.

With Connected Blueprint™ for Field Service, you'll get a customized strategy that makes the most impact in the shortest amount of time, optimizing your service operations.

Step 1 Assess

We'll identify your strengths and weaknesses through a process Gemba walk and discussions with your leadership team and our tenured subject matter experts.

Step 2 Prioritize

Prioritize opportunities on a Kaizen PICK chart from what we gathered in our discussions and Gemba Walk. You'll choose a focused workshop on what is most critical for your business.



Scheduling & Dispatch



Technician Success



Proactive & Predictive
Transformation



Mixed Reality

Step 3 Act

After identifying your strengths and weaknesses, prioritizing opportunities, and focusing on a critical area to your success, we'll act on these insights and create your very own unique, tailored Connected Blueprint™ for Field Service.

What
You Get
with

CONNECTED
BLUEPRINT™

- ✓ Findings and Recommendations
- ✓ Prioritized Kaizen Opportunity PICK Chart
- ✓ Financial Value Estimate Model
- ✓ Execution Plan



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Kaizen PICK Chart for Field Service



Service Improvement Opportunities

1. Capture and track vendor and customer communications
2. Manage assets and preventative maintenance
3. Share Knowledge Base articles with technicians and customers
4. Set up IoT alerts and commands
5. Match work orders with technician skills and proficiencies
6. Technician collaboration with Mixed Reality
7. Enable Field Service Mobile Apps, inspections Forms, and Mobile Report/Invoices
8. Engage with colleagues via Embedded Teams Collaboration Hub
9. Enable live technician tracking and text notifications
10. Analyze and integrate with dashboards and IoT data streams
11. Resolve complex cases using Intelligent Swarming