





TruServ FSM


A Birlasoft solution built on Salesforce Lightning that provides touchless automation of field service processes


Most customer Field Services management processes have challenges around Work order, Service Dispatch and Customer Feedback.




 Poor Customer satisfaction (CSAT) Scores

 Poor diagnosis of root cause leading to missed SLAs

 Inaccurate/unavailable install site data

 Inaccurate agent scheduling/conflict management

 Poor/Negligible intelligence to support SMART field service

Challenges

Revenue Challenges

Reliance on scheduled maintenance

Delay in report filing and invoice generation

Poor visibility into field force activities

Loss of expertise and knowledge

Productivity Challenges

Lack of realtime information on spare parts

Use of physical field service manuals

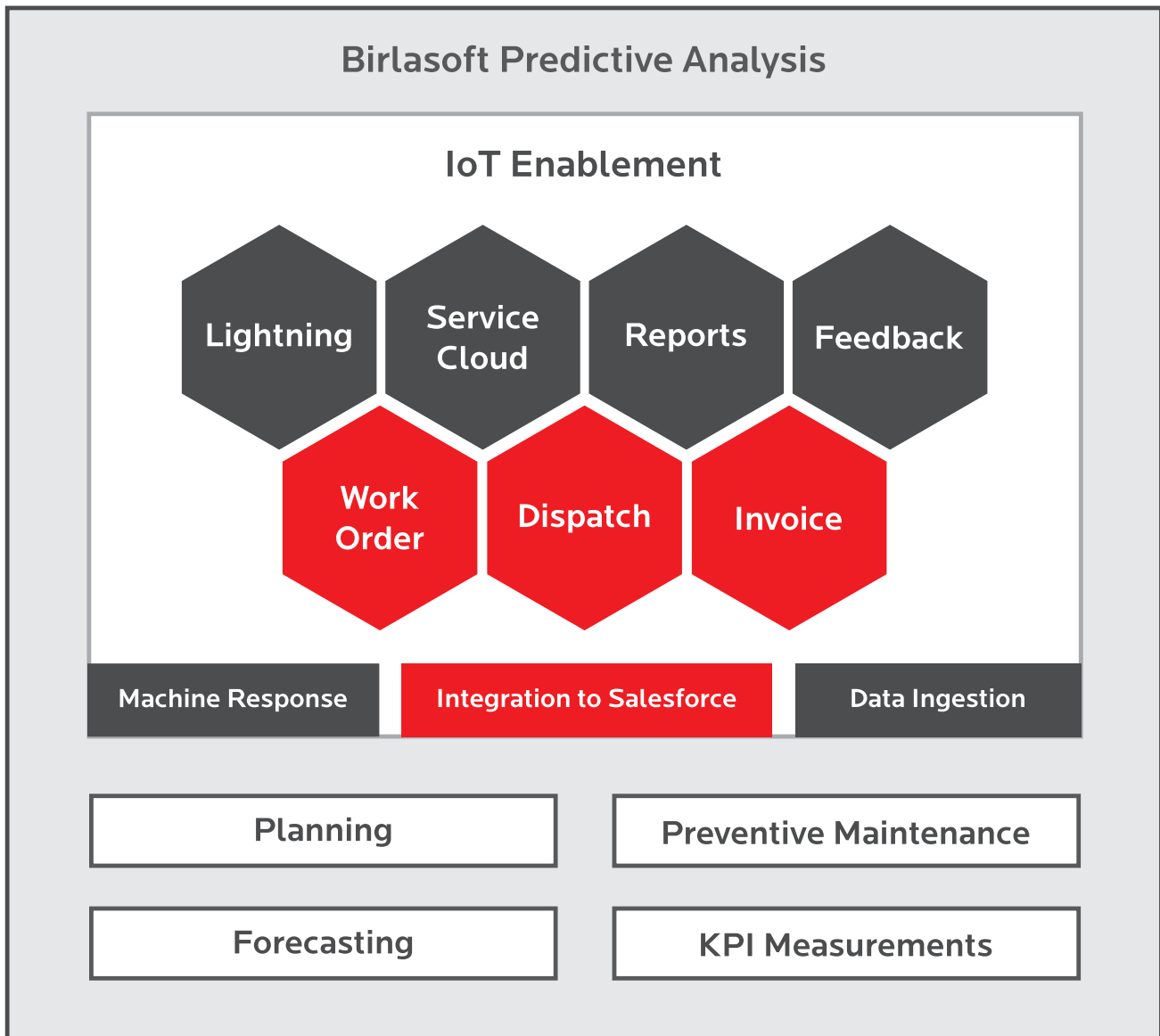
Lack of remote monitoring tools

TruServ FSM is an industry solution built on the Salesforce platform with IoT integration and predictive analytics.

Purpose

–built for manufacturing customers , and extends the platform capabilities to specific industry scenarios around service model using dealers, OEM warranty and claims management and related processes etc.

TruServ FSM Solution Framework



Features

- > IoT setup and plugin for Field Service Lightning
- > Intelligent dispatch rules based on Rating, location, Skills to assist selecting the Field Service agent
- > Predictive Analytics for FS: Setup Connected BI for FS and improve FS outcomes
- > Lightning Controller libraries for FS solutions (Calendar, Mapping, Rules, Invoice Generation)

Differentiators

- > Over 200 Field Service Projects and proven results over 10+ years with multiple customers
- > Experience over Salesforce, Oracle, Servicemax and SAP
- > Platinum partner to Salesforce and Oracle

Our FSM Services



ADVISORY

- > **Field Service Automation** maturity assessment and roadmap
- > **Framework** to incorporate IoT and Predictive analytics to existing service solution
- > **Technical Architecture alignment** based on customer technology stack



CORE

- > **Field Service Lightning (Salesforce)** installation, setup and configuration
- > **TruServ solution setup** based on “modular” needs around dispatch, scheduling and work order



ADVANCED AUTOMATION

- > **Incubate, implement or enhance Internet of Things** integration to field service applications and processes
- > **Outcome based analytics** to predict service outcomes and drive field service efficiencies
- > **Auto –dispatch rules** based on machine / sensory data



RESOURCES

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