Capgemini

Field service

Improving field service performance helps brands differentiate and remain competitive

Organizations face growing service portfolio complexity along with increasing customer demand for personalized care, service convenience and quality, speed of resolution, and effective communication. Field service functional leaders need to tackle the operational complexity and manage diverse levers including asset lifecycle, agent skills, and contractor management. In addition, there is a need to increase the efficiency and speed of field technicians while ensuring higher regulatory requirement of HSE standards.

Capgemini Field Service solution: Delivering customer engagement and connected experience

At Capgemini, we enable you to transform your field service and position it as both an engagement driver and a profit center. We help you improve performance across your assets and service agents while delivering a connected service experience. Our end-to-end approach for your continuous transformation of the field service function at scale helps you to:

Set the plan for growth: Define the field service strategy leveraging new technology opportunities and allowing field agents to drive customer engagement and growth while optimizing cost to serve.

Engineer the experience: Implement your integrated field service platform, set up a customer-led and profit organization, notably by enabling and shifting the cultural mindset of field agents.

Maximize value: Secure and maximize value by continuously monitoring customer experience and business KPIs and optimizing field operations.

Field Service Lighting (FSL)* Accelerator: Connect your agents, workforce, products and customers

We deliver a scalable and flexible solution based on the Salesforce FSL * platform that we can deploy rapidly for your organization. The solution uses an intelligent and real-time engine to help you schedule operations with smart decisioning and ability to handle exceptions. The solution also offers advanced optimization capabilities that increase the efficiency of your mobile workforce. Know more here. Some of the distinguishing features include:

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Dedicated mobile app	Help you empower mobile employees with real-time access to job updates, knowledge, and collaboration from anywhere
Intelligent scheduling, dispatch, and optimization	Enable you to automate appointment booking based on your business rules and optimize resource scheduling with one click
Enhanced productivity and customer engagement	Help you improve visibility across the customer and asset lifecycle while delivering a connected end-to-end experience

* Salesforce Field Service Lightning is a trademark of Salesforce, Inc. and used here with permission.
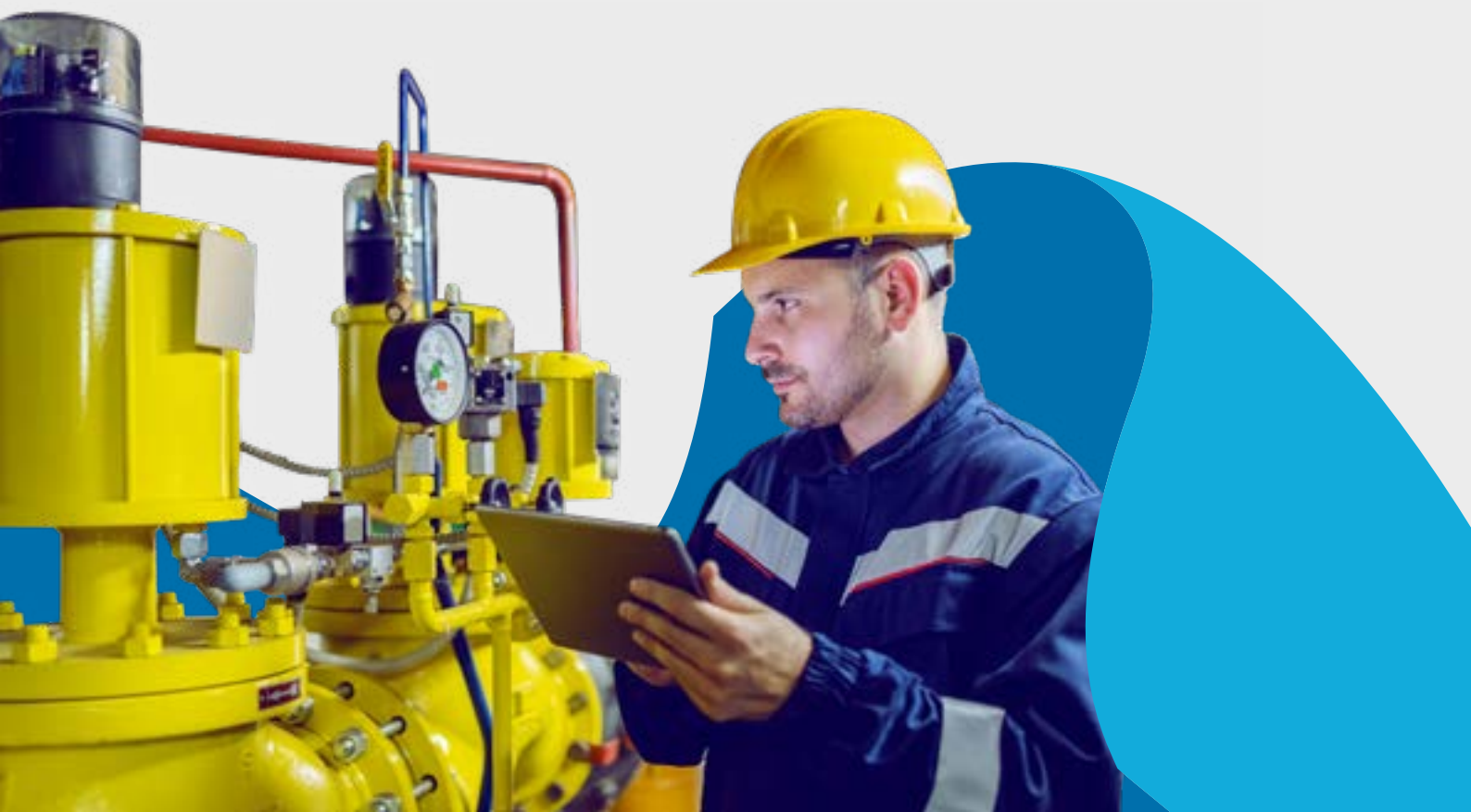
Andy³ᴰ – Immersive Remote Assistance Platform

We help you enhance your field service efficiency by bridging the gap between digital and physical worlds with immersive remote assistance, on all channels and devices. We enable you to improve collaboration and knowledge sharing between field agents and remote centers of excellence as well as solving complex issues leveraging advanced features such as 3D environment, Virtual and Augmented Reality. Read more here.

We provide end-to-end capabilities to meet your field service expectations and needs

Service offerings for Field Service

Plan & design

Plan

- **Set the ambition** according to business stakes & brand strategy
- **Define and validate the target field service experience** (value proposal, operating model & outsourcing strategy)
- **Define use-cases & business requirements** for FSL solution - standard functionality & add-ons
- **Define the target architecture** with a focus on data and software
- **Define the data migration and tests strategy**
- **Facilitate alignment**, engage stakeholders and **define the change management plan**

Design

- **Design end-to-end customer journey** from customer demand to intervention completion
- **Formalize field service playbook** including organization & processes)
- **Develop** field service **PoC and demos** to validate use-cases
- Set-up the **measurement processes & KPIs**

Deliver & enable

Deliver

- **Prioritize user stories into releases** covering the impacted solutions & applications
- **Configure FSL** in an agile way and **customize** with add-ons
- **Prepare and migrate data**
- **Integrate** with local IT systems
- **Roll-out the tests strategy** (unit tests, end-user acceptance tests, load tests etc.)

Transform

- **Implement** the new **organization & revised processes**
- **Establish** the transformation **design authority & governance**
- **Deploy the change management plan** involving field service champions & ambassadors: Expand **customer-centric culture, train and support** the internal and external teams, **collect feedbacks** from the field to ensure adoption
- **Formalize lessons learned from the pilot** to adjust for broader deployment

Operate & optimize

Operate

- **Run** field service delivery
- Provide **technical assistance**
- Set up **feedback loops and steering** dashboards to collect and consolidate **customer and agents insights**

Optimize

- Monitor the performance in terms of:
  - Growth contribution
  - Customer experience / Quality / NPS
  - Efficiency
  - Health safety and environment
- Identify and **implement required adaptations**
- Based on updated maturity assessment and benchmarks, **identify next moves & future disruptions**

Connecting with data

AI for CX

- **Infuse AI in Service:** by designing, implementing and deploying AI use cases that both activate standard features from CX technology platforms and custom models / extensions: Anti churn recommendations, Knowledge for customer service, Field Service Augmentation

Customer Data Hub

- **Activate** unified and trusted **customer data and insights** for personalizing customer experience, augmenting agents and improving operations efficiency: design, implement and deploy related "data products" that support relevant, contextual and individual interactions, automation and decision aiding for agents and operations, measurement for monitoring and optimization (such as customer/ agent match)

Our Partner Ecosystem

We leverage our global footprint, strong experience and deep cross-sector expertise to support you all along your customer service programs. We have partnership with global vendors and offer platform solutions dedicated to customer service including conversational intelligence, suggestion engine, cognitive RPA and smart call tracking, to name a few.

About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion.

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People matter, results count.