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Field Service Lightning Accelerator

Accelerating the future of service

Field service: integral to the customer experience

The business-customer relationship is experiencing a profound shift. More than ever, today's uncertain future and evolving social and political climates are forcing organizations to rely on digital channels. Businesses need to provide customers a seamless and personalized experience across every touchpoint.

Delivering exceptional customer service in the field presents many challenges, especially with a growing engagement gap. In a study by the Capgemini Digital Transformation Institute, 75 percent of companies believe they are customer-centric but only 30 percent of consumers think so. Many companies are dealing with manual processes, disconnected applications, no unified view of customers and their assets, limited workforce visibility, and disparate reporting and analytics capabilities.

The onus to adapt is on providers; that same study found 80 percent of consumers are willing to pay more for a better experience. Field service, where many companies are still using on-premises solutions, needs a step change to meet these demands.

Field Service Lightning Accelerator – a Capgemini solution built on Salesforce Service Cloud – elevates the capabilities of your service organization to meet your considerable demands.

A new wave of service innovation is taking shape

Capgemini's FSL Accelerator solves the service challenge. Built on the Salesforce Service Cloud platform, it combines the power of Salesforce Field Service Lightning with enhanced features to modernize service operations in multiple industries.

Salesforce Service Cloud and Field Service Lightning, the backbones of our FSL accelerator, provide a streamlined experience that puts the customer at the center. Natively connected to Salesforce CRM for data-driven insights and workflow management, FSL offers a proven solution to maximize technician productivity through work order, route, and scheduling optimization.
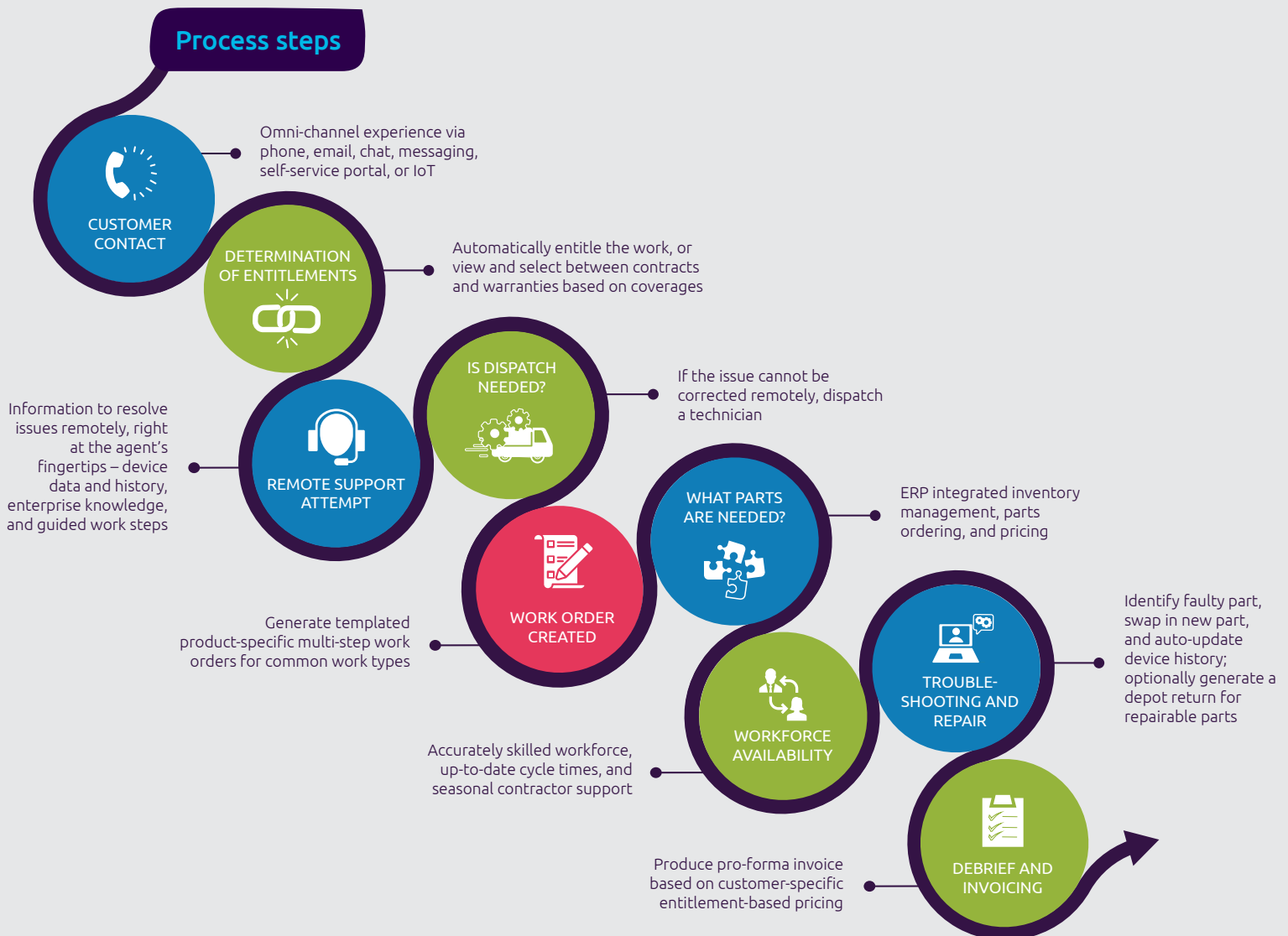
Whether your mission is providing power to thousands of customers, an MRI for one, or maintaining mission-critical equipment at your client's locations, high availability is essential. Field Service Lightning Accelerator enhances and extends FSL functionality to address the complexity of maintaining capital assets.

Solution benefits

1. Customers, agents, dispatchers, and service technicians connected on a single platform

2. Improved productivity, service revenue, first-time repair rates, customer satisfaction

3. Reduced service costs and average time to repair

4. New future-forward business models: usage, subscription, entitlement-based pricing, and third party, remote, and self-service

5. Reduced time, investment, and integration requirements of deploying a separate field-service solution

6. Integrate data to CRM, purchasing, invoicing, inventory management, and product lifecycle management functions

Capgemini's FSL Accelerator enhances the traditional break-fix field repair scenario

Process steps

CUSTOMER CONTACT
Omni-channel experience via phone, email, chat, messaging, self-service portal, or IoT

DETERMINATION OF ENTITLEMENTS
Automatically entitle the work, or view and select between contracts and warranties based on coverages

REMOTE SUPPORT ATTEMPT
Information to resolve issues remotely, right at the agent's fingertips – device data and history, enterprise knowledge, and guided work steps

IS DISPATCH NEEDED?
If the issue cannot be corrected remotely, dispatch a technician

WORK ORDER CREATED
Generate templated product-specific multi-step work orders for common work types

WHAT PARTS ARE NEEDED?
ERP integrated inventory management, parts ordering, and pricing

WORKFORCE AVAILABILITY
Accurately skilled workforce, up-to-date cycle times, and seasonal contractor support

TROUBLE-SHOOTING AND REPAIR
Identify faulty part, swap in new part, and auto-update device history; optionally generate a depot return for repairable parts

DEBRIEF AND INVOICING
Produce pro-forma invoice based on customer-specific entitlement-based pricing

The FSL accelerator extends out-of-the-box FSL capabilities

AI part identification and automated orders/transfers

Management of serialized and non-serialized capital assets: installs and swaps, GPS location updates, granular mobile-friendly history

One-click auto-entitlement, multi-entitlement management, customer-specific entitlement-based pricing, and coverage extension to individuals and locations

Pre-configured mobile-friendly contractor portal community with full access to full-time contractor and technician features

Pre-configured mobile-friendly customer portal community with pre-built Einstein bots and self-scheduling

Manage intake, scans, inspections, workstations, routing, ordering, and scheduling from a desktop application or mobile device

Pre-built AWS/MuleSoft adapter and IoT orchestrations for case creation, auto-dispatch, error-code management, and logging for usage-based preventative maintenance and pricing models

Score and report on sentiment from emails, call transcripts, live chat, SMS, social networks, or chatter

Templated work steps, scheduling parameters, and product-based cycle times

Leverage AI to periodically optimize cycle times and technician skill levels based on historical performance data

aggreko

Customer success: Aggreko puts customers first with new field-service solution

Aggreko is one of the world's leading providers of environmentally friendly temporary power generation and temperature-control equipment.

Challenge

Responsible for power generation at some of the largest events on the planet, this global leader wanted to improve the efficiency and productivity of its field-service operations and, as a result, enhance customer service and satisfaction.

Outcome

1. Mobile 360-degree view of the customer in the field

2. Increased efficiency and timing of the field-service workforce through better planning and improved communications

3. Longer-term capacity planning, enabling strategic decisions to manage supply and demand fluctuations

Solution

In support of the Aggreko 18 technological transformation campaign, Capgemini deployed its Field Service Lightning Accelerator solution. This enables Aggreko's leading service teams to:

1. View and update appointment scheduling

2. Check on work orders, reach contacts, and verify addresses in real time

3. Create and edit records and work logs, and share this information throughout the company's systems

4. Collaborate with other mobile workers, managers, and dispatchers

5. Access knowledge articles to guide, inform, and solve challenges in the field

6. Track van stock and inventory consumed to complete jobs.

The Capgemini advantage

Capgemini is a Global Strategic Salesforce partner and leader in Field Service Lightning, combining industry and domain knowledge with process improvement to deliver truly integrated field-service management solutions. From roadmap to implementation, Capgemini works with customers to define and enhance field-service processes. Deep technical experience supports migration or integration with legacy and external applications or the design of a new system from the ground up in a greenfield implementation. Our systematic approach and refined methodology enable quick deployment and speed to value. Clients in the life sciences, manufacturing, oil and gas, food and beverage, consumer products, and financial services sectors benefit from:

1. A Salesforce partner since 2007 with over 7,000 certifications

2. The highest customer satisfaction among system integrators with a partner value index score of 4.8 out of 5

3. Deep experience in cloud migration and integration, including multiple cloud solutions globally across industries

4. Access to Salesforce development and transformation teams at our Center of Excellence/Applied Innovation Exchange

5. Certified Industry Master recognition in financial services, service cloud, and platform.
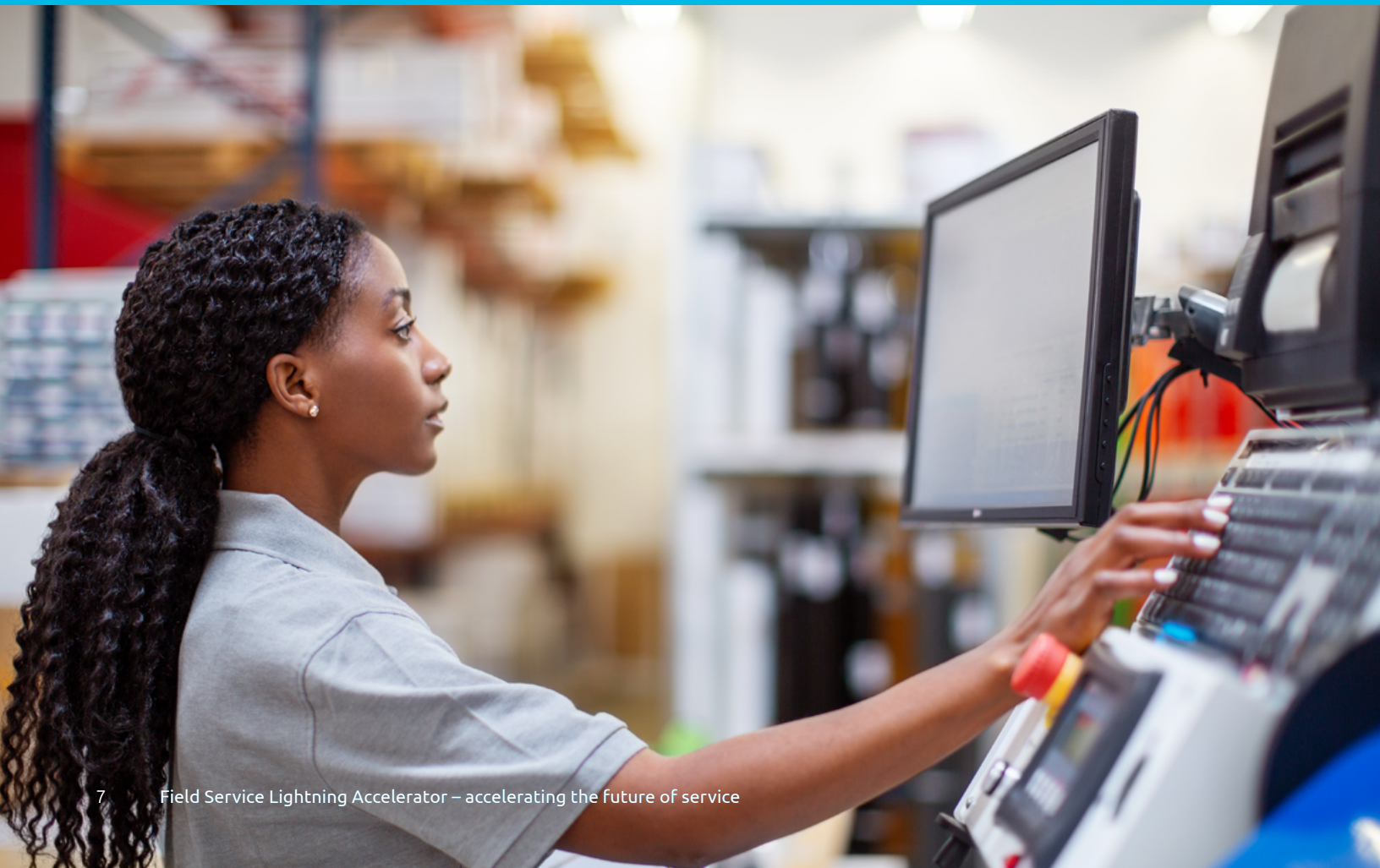
For more information, please contact:

Bill Donlan
Executive Vice President and DCX/Salesforce practice leader, Capgemini
bill.donlan@capgemini.com

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 $18.5 billion .

Learn more about us at

www.capgemini.com

Note: current conversion is €1 to $1.09 (4/1/20)

People matter, results count.