



# Field Service Lightning Accelerator

**Smarter, connected on-site service for capital assets**

**People matter, results count.**



## Field Service: An Integral Part of Customer Experience

Customer service has rapidly become dependent on the quality of the customer experience. Business customers expect the same connected personalized experience of consumer channels in their commercial transactions. Multiple channels for engagement are just the beginning. Companies need to turn customer interactions into conversations, connect mobile employees, and predict needs before customers report them.

Delivering exceptional customer service in the field presents many challenges. With manual processes or disconnected solutions, providers have no unified view of customers, little visibility into mobile employee workload and schedules, disparate reporting and data, and difficulties with parts leakage. Technicians, the face of your brand to your customers, lack adequate, real-time knowledge to meet customer expectations, let alone suggest additional services.

Field Service, where 77% of companies are still using on premise 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 field service organization to meet these considerable demands.

## Field Service Lightning Accelerator

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

Telecom. Medical Equipment. Utilities. Energy. Manufacturing. Consumer Products. While all of these industries rely on field service technicians, not all field service solutions can meet their needs. Field Service Lightning Accelerator was designed to support a variety of different industry applications to handle the most complex, onsite, field service needs regardless of the delivery model.

Service Cloud and Field Service Lightning, the backbones of 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.

## Capital Asset Field Service

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.

## Features

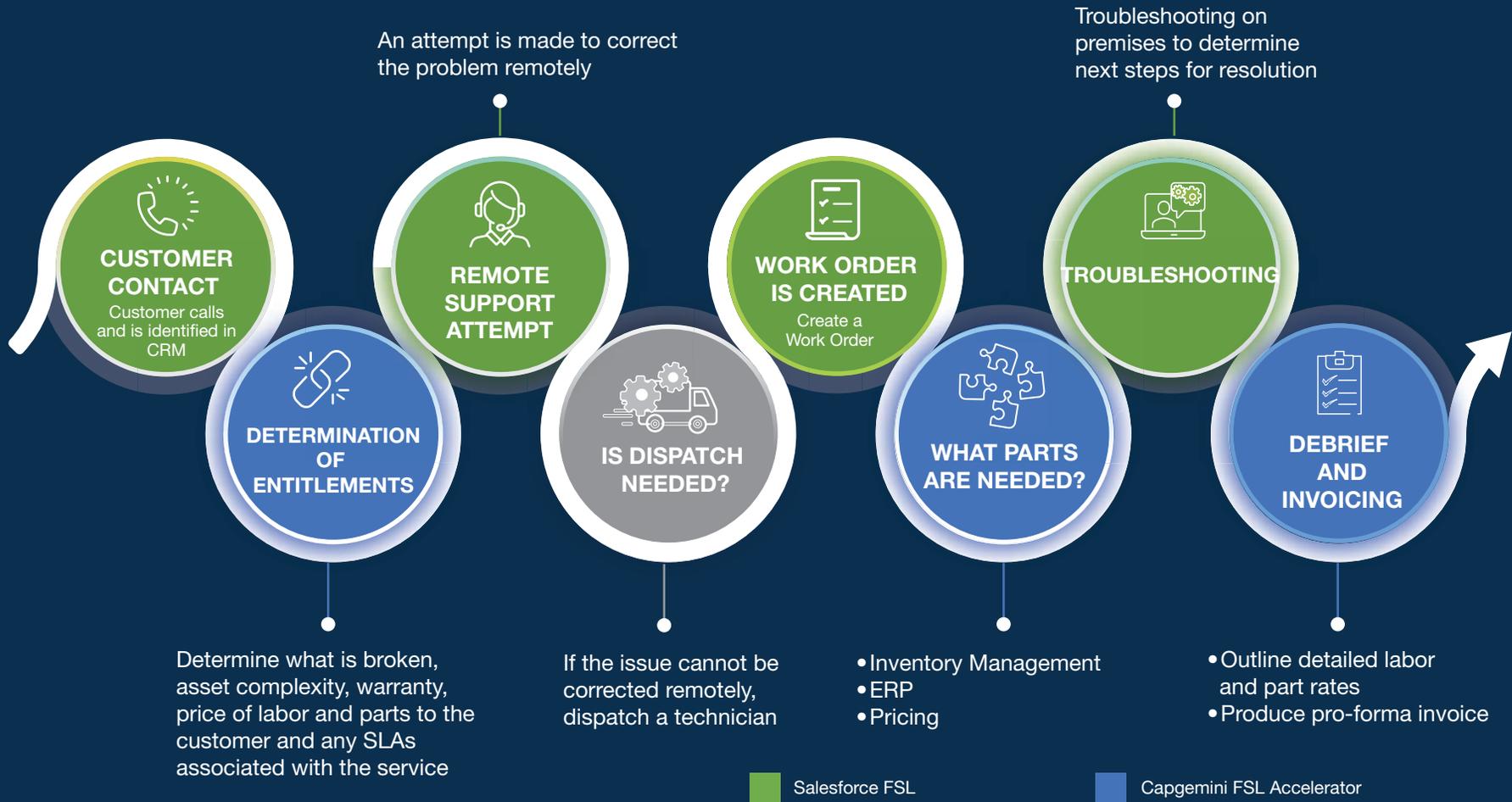
- Parts = trunk stock; parts inventory; ordering parts to arrive at the same time or before the technician; billing for parts
- Entitlements = using contract parameters to determine service characteristics
- Contracts = customer specific parts pricing; customer specific and modality based labor rates
- Debrief = capturing the results of service delivery and determining when/when to bill with appropriate ERP integration

## Benefits

- Connects customers, agents, dispatchers, and service technicians on a single platform
- Improves productivity, service revenue, first time repair rates, customer satisfaction
- Reduces service costs, average time to repair
- Eliminates time and investment and integration of deploying separate field service solution
- Provides integration expertise to critical CRM, purchasing, invoicing and inventory management functions



## End-to-end Field Service Management for Capital Assets





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## About Capgemini

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Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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