

Capgemini and ServiceMax Expert Field Services Solutions



Deploying assets today that don't include connected, predictive or even prescriptive maintenance can end up costing many businesses extended downtime, loss of revenues, and declining customer satisfaction. As demand for specialized equipment across industries explodes, running your business using traditional break-fix maintenance, manual processes, paper-based recordkeeping, disparate legacy systems coupled with disconnected locations and repair resources erodes your bottom line. Current challenges include companies not having "track your technician" capabilities, smart appliances, and equipment that generate diagnostics but aren't connected downstream to a Field Service system so that the right people provide maintenance. Other companies host workforces that still need to check in, use manual scheduling and dispatch, and deploy when not needed. As expectations within this new digitally connected world are set high, all of this can lead to disappointed customers.

The good news is, Capgemini has partnered with ServiceMax to create a best in class field service offering, integrating the service team's end to end operations. Using the ServiceMax cloud-based solution combined with Capgemini's in depth Field Service experience across Life Sciences, Manufacturing, Oil and Gas, Food and Beverage, and also Consumer Energy, we provide better field service equipment and operations data that work seamlessly with your other systems, improving field service responsiveness, profitability and end-customer experience.

Our combined mission is to empower every field service technician in the world to deliver flawless service and every organization to unleash untapped growth potential.

Offering benefits include:

- **Mobile:** A mobile solution uniquely designed for Field Service Technicians that ensures the highest levels of efficiency from your technicians and engineers.
- **Services:** Real-time access to repair procedures, maintenance manuals and customer service history for better issue resolution and effective customer-face time
- **Asset tracking:** Instance visibility of your as-maintained equipment that improves productivity and increased financial return on assets
- **Workforce:** Real-time connection to the field force to maximize their productivity
- **Inventory:** Full parts visibility across locations, vans and depots for more profitable operations
- **Improve service productivity, service revenue, first time repair rates, customer satisfaction**
- **Reduce service costs, average time to repair**
- **Eliminate time and investment and integration of deploying separate field service solution**
- **Provide integration expertise to CRM, purchasing, invoicing and inventory management functions**

How we work for you

Starting when the customer purchases your product - With ServiceMax, your customer can choose from various service plans to pick what works best for them. These service plans represent a wide array of pricing, discounting and SLA options. Once a choice is made, the service contract is auto-generated right at the point of product sale.

Service Issue - If your customer has a product issue, he can use the portal to create the support case and initiate a work order. If a product outage happens in the field, remote monitoring informs you long before the customer knows about it. Based on

the customer information, entitlement is automatically verified and a work order is created.

Work Order Creation and Dispatch - If the problem can't be resolved over the phone, a work order is created and an appointment scheduled. Dispatch automatically assigns pending work orders to technicians, taking into account customer entitlement, problem priority, SLA commitments, technician expertise and route coverage. Dispatchers can adjust schedules in real time through the system, send adjustments to technicians in the field, track technician location and vary assignments based on availability. Your authorized service providers can access relevant information directly on the Partner Portal.

Repair – With the assignment and schedule on a mobile device, the technician gets to the customer site, often notifying the customer of an estimated arrival time while enroute. The tech performs the necessary work at the customer site. Whether it's installing equipment or diagnosing and repairing problems. Using ServiceMax's Chatter capabilities, the tech can quickly reach an expert in the back office to solve an unknown issue within minutes. With ServiceMax Mobile, technicians access all needed information from the field including customer service history, product repair records and product manuals/videos, thereby reducing calls to dispatchers or manufacturers, and increasing first-time fix rate. The tech can also find replacement parts, access parts inventory, order parts if needed and update parts inventory in real-time, as well as record labor and parts used during the repair/installation.

Inventory – ServiceMax helps field service organizations better manage their inventory. Giving technicians access to real time inventory information, and the ability to order parts from the field, reduces the tendency to stockpile parts in their vehicles. Using a smart device to scan bar codes, technicians transmit parts information in real time, including parts used or parts returned for repair, allowing an accurate, current view of asset stocking levels and location. If you have a depot repair service strategy, ServiceMax can handle your complex returns management with forward and reverse logistics.

After performing work on site, the technician can generate a pro-forma invoice on his mobile device. Customers can sign-off electronically and approve the work done, parts used and labor time. The tech can quickly close work orders, and input/update all necessary data including service records and billing information. The dispatcher can see that the work is closed and can route the technician to the next, nearest relevant job.

Analyze – Service executives can stay current on the affairs of their organization at various levels – customers, partners, products, dispatchers, techs. ServiceMax Reports & Dashboards give you, your executives and the service staff the ability to easily see inventory levels, and service levels and perform failure analysis. Such analysis can feed back into the product development cycle to build better repairable and serviceable products.

Field Organization Successes

Field Organizations experience an increase in customer satisfaction and generate more upsell opportunities. In order to showcase the real value companies see from transforming

field service operations, ServiceMax commissioned a study by Wakefield Research. This study revealed how services technology improves their businesses from increasing equipment first-time fix rates in the field to optimizing engineer productivity and managing inventory more efficiently. These field service-centric results reflect a direct impact on broader business objectives and added shareholder value. Companies focusing their services offerings on growth, grew revenues an average of 20%, and those focused on cutting costs decreased their services costs by an average of 22%. Technician productivity grew an average of 18%, service revenues increased an average of 13%, and contract renewals increased an average of 9%. Time to repair (MTTR) decreased an average of 13% and providers enjoyed an average increase of machine uptime by 12% and increased average net promoter score by 11%, all positively impacting desired business outcomes.

2016 ServiceMax Customer Survey



Why Capgemini and ServiceMax

Capgemini’s depth of field service experience spans projects in multiple countries with 75+ certified consultants, bringing you guidance and expertise in scheduling, contracts, parts management and other field service areas.

ServiceMax can help you transform your service delivery with an end-to-end digital platform and mobile tools.

Field service is about maximizing equipment reliability and unleashing technician productivity. ServiceMax and Capgemini give you the right tools to make this a reality today.

It’s about making sure your field service employees have the right parts, the right amount of time to do the job, and ensuring your employees can easily close out everything from the field and accept payment in an automated way.

Capgemini together with ServiceMax provide industry domain service experience and a proven track record of field service automation to improve services revenue while lowering costs.

ServiceMax, from GE Digital, leads the global industry of field service management software – an estimated \$25 billion market worldwide. The company creates solutions for the 20 million people globally who install, maintain, and repair machines across dozens of industries as the leading provider of complete end-to-end mobile and cloud-based technology for the sector.



About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 billion. 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.

Learn more about us at

www.capgemini.com

Contact Capgemini Today!

Interested in finding out more about Capgemini and ServiceMax Field Services solutions, or maybe interested in scheduling a Field Service Maturity Assessment?

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People matter, results count.