



Highlights

- Enables better productivity with innovative service features
 - Uses leading-edge predictive analytics to help ensure optimized performance
 - Leverages insightful data to improve customer satisfaction
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IBM Connected Field Service

Improving field service efficiency and profitability

Good customer service is not just about complaint resolution anymore. It is about faster resolution, fewer follow-ups, and delivering great customer experience to today's digitally savvy customers with demanding schedules. This is especially true in the case of field service. With an increasing number of field visits requiring a secondary or follow-up visit, there is a greater need to eliminate inefficiencies — not only to improve customer satisfaction but also to reduce operational costs.

IBM Connected Field Service solution is an end-to-end field service management solution that connects to existing enterprise asset management tools to combine a robust CRM platform, predictive analytics and IoT capabilities to help improve service efficiency and profitability. The solution helps you rapidly cater to the needs of your customers, while addressing the key issues of poor productivity and rising operational costs. By enabling optimized scheduling, better issue triage, smart preventative maintenance and mobile integration, the solution helps field agents to deliver their services more efficiently, improving fix rates and reducing follow-up work.

Enhancing productivity with superior service features

The solution uses Dynamics 365 for Field Service to deliver best-in-breed scheduling, route planning, and skill matching capabilities — enabling accelerated service delivery and better resource management. The solution facilitates automation of resource schedule, helping agents take up more service calls in a given week. Leveraging superior service delivery analytics, it also gives you a comprehensive view of errors, resolution times and fix rates.



Leveraging predictive analytics for performance monitoring

The solution uses IoT and Stream Analytics to seamlessly connect machines and equipment to field service professionals. It helps monitor the performance of IoT-connected machinery and has the capability for preventive maintenance detection, which proactively alerts maintenance teams to a potential issue. It makes real-time, interactive data visualization possible, helping agents analyze trends, history and events. This empowers them to leverage insightful data to solve problems.

Integrated Power BI reports give a real-time graphical view of the field and help managers to ensure uninterrupted performance to avoid escalations. HoloLens enables users to view and explore suggested knowledge base resolutions using mixed reality 3D holograms and collaborate with subject matter experts to resolve problems from a shared point of view.

Keeping the customer at the core, with speedy resolutions and automated notifications

IBM Connected Field Service leverages insightful data to offer customers an enhanced service experience. Drawing from the detailed information on resources, services, products, customer accounts and assets, the solution helps you deliver customized field service to your customer. This is also critical to providing speedy resolution to the customer and improving the customer experience. In addition, features like real time, automatic customer notifications help keep the customer updated at every step.

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