Infosys’ Mobility-enabled Aftermarket Solution

Infosys’ Mobility-enabled Aftermarket Solution provides industrial manufacturers the right platform to transform into lean and agile enterprises that are geared up to meet the aftermarket service needs. We provide them with the right tools and integrations to streamline their service operations.

Aftermarket Challenges

A field technician carries out myriad of complex front-end processes related to field service, repair and preventive maintenance. Efficiency and productivity of the field technicians are keys to the success of the aftermarket service enterprise. In remote locations, they may face connectivity issues. So, it becomes important to provide them with seamless mobile internet connectivity to help them carry out the processes.

Infosys’ mobility-enabled Aftermarket solution

Infosys’ mobility-enabled Aftermarket solution is a comprehensive and innovative solution that provides end-to-end integration from identification of the issue at the point of service to the generation of invoice.

Industrial manufacturers see great market potential and growth in the aftermarket services space. Instead of concentrating on only product sales, most of them are now transforming their portfolios and aligning a large percentage of their sales to cater to this market.

The solution deploys easy-to-operate processes, based on aftermarket industry best practices, on the mobile devices for field technicians. With just few easy clicks on the handheld, the field technicians can actually process their transaction. This eventually helps reduce the overall time and effort involved in the complete process till customer invoice.
Solution Highlights

The key highlights of the solution include:

• Strong process oriented, best practices based framework for deploying service operations
• Complete mobile enablement for the field technicians
• On-the-move availability of real time pricing and stock information for the field technicians
• Dashboards for service technicians and service managers to help in reporting, analysing and decision making
• Seamless back-end integration with Oracle E-Business Suite for invoicing, master data, stock/availability, material planning, accounting functions
• Helps transform a service organization to an agile enterprise with a low overall total cost of ownership

The solution is compatible with following modules:

• **Oracle E-Business Suite Modules**: Depot Repair, Order Management, Inventory, Accounts Receivable, Purchasing, Advanced Supply Chain Planning, Payables, General Ledger
• **Oracle Siebel CRM Modules**: Account Management, Contact Management, Product Management, Activity Management, Asset Management, Entitlements/Agreements, Quote Management, Order Management, Siebel Pricing, Claims Management, Preventive Maintenance

Infoys Value Proposition

• Detailed end-to-end industry-specific, best of breed standardized business process flows leveraging the process centric framework
• Pre-built integrated solution stack with SOA architecture that maps best in class Oracle Siebel CRM, Oracle E-Business Suite and Oracle Fusion Middleware products for business flows and requirements
• Infosys pre-developed solution compliments field service, depot repair and preventive maintenance features consisting of both out-of-the-box functionalities and Reports, Extensions and interface components
• Strong Oracle Mobility Practice with experience on iPhone/ iPad, Android and Blackberry apps

Enterprise Benefits

**Seamless Connectivity**

• Anytime, anywhere connectivity for technicians
• Ability to connect using various types of mobile devices
• Ability to handle large volumes of transactions through mobile devices

**Business Process Efficiency**

• Improved efficiency in service request processing
• Improved productivity for service technicians
• Reduced cycle time for service request to invoicing
• Industry best practices flows

**Technology Excellence**

• Seamless integration with back end ERP systems using Oracle Fusion Middleware
• Pre-Built extensions to aid in rapid deployment
• State of the art Mobile application development platform

About Infosys

Many of the world’s most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow’s enterprise.

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