

Infosys Rapid Start offering for Oracle Field Service Cloud

In today's customer empowered world, enterprises need to deliver the best and accurate field service experience to customers. Enterprises are therefore looking for a platform which provides a

transparent field operation, helps reduce overtime, and provides real-time access to field events, proactive communications, mobility, and smart insights. With the intent to provide a time-,

knowledge-, and learning-based field service platform, Infosys has designed and developed Rapid Start framework for Oracle Field Service Cloud. The framework delivers measurable benefits such as:

Deepening customer engagement with next-gen CX experiences

Modernizing and simplifying CX processes

Experience faster ROI through cost savings

Infosys Rapid Start offering: Value proposition

Infosys Rapid Start framework for Oracle Field Service Cloud covers critical field service management business processes across industry verticals. This Rapid Start framework uses our industry-leading Hybrid Agile Cloud methodology to go

live with the Oracle Field Service Cloud solution. It is tailored for each individual client go-live within **8 to 15 weeks** and with the following clear, measurable results:

- **Increased jobs completed per day**

- **Improved SLA compliance**
- **Reduced no-shows**
- **Improved mobility**
- **Reduced operational costs**
- **Reduced overtime to improve efficiencies**
- **Reduced travel time**

Infosys Rapid Start offering: Transforming Field Service Operations

BASIC	
Core manage	Modify
Analytics	Communication

Timeline:
8 weeks to go live
Starting from :
US\$65K onwards

LIGHT	
BASIC +	
Capacity management	OFSC to CRM integration
Customizations	Collaboration








Timeline:
11 weeks to go live
Starting from :
US\$100K onwards

ADVANCED	
LIGHT +	
Routing	Smart location
Customizations	OFSC to CRM integration

Timeline:
15 weeks to go live
Starting from :
US\$170K onwards

Oracle Field Service Cloud	BASIC	LIGHT	ADVANCED
Duration range	8 weeks	11 weeks	15 weeks
Price range	US\$65,000.00	US\$100,000.00	US\$170,000.00
Duration			
Core manage	✓	✓	✓
Mobility	✓	✓	✓
Communication	✓	✓	✓
Analytics	✓	✓	✓
OOTB reports	✓	✓	✓
Capacity management		✓	✓
Collaboration		✓	✓
Routing			✓
Smart location			✓
Configuration parameters			
Resource types	5	5–10	10–15
Implementation language	English	English	English
Resource schedules	10	20	20
Activity types, activity link templates	5	10	20:5
Resource inventory types	5	10	10
Work zones	10	10	10
Alerts and notifications	5	5–10	5–10
Business rules	None	5	5–10
Work skills	None	10	20
Capacity categories	None	5	10
User groups	None	None	5
Routing plans	None	None	2–3
Extensibility			
Notifications (Outbound)	2	5 (depends on complexity)	10 (depends on complexity)
Integration (Inbound)	1	5	All
Custom fields	20	50	200
Workflows	5	5	5–10
Display profiles (Layouts)	2	2	6
Filters (Routing and UI)	None	5	20

The framework's scope

Manage	Mobility	Routing	Communication	Location	Collaboration	Capacity
 <p>Central hub for the technician's work order and SLA management, providing a predictive dashboard view of current and future work activity</p>	 <p>Paperless device and carrier-agnostic, mobile, browser-based application, that manages and captures all work details</p>	 <p>Leading-edge, genetic algorithms that provide the fastest and most accurate job assignments</p>	 <p>Complete notification system for customers, technicians, and managers</p>	 <p>Provides an integrated view of the resource's geo-location and estimated route</p>	 <p>Dynamically and automatically connects all users based on a variety of contextual- and location-based information parameters</p>	 <p>Provides powerful planning functionality ahead of the day for service, allowing for optimization of field resources</p>

For more information, contact askus@infosys.com



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