

# SERVICE EXPERIENCE PLATFORM

Industrial and complex original equipment manufacturers (OEMs) see great market potential and growth in the post installation/ commissioning services space. However, there are numerous challenges that OEMs face in scaling up the service business. Most of them believe that field service optimization is core to improving their competitive positions. Disjointed business processes represent the most formidable challenge to succeed in field service optimization, with many best-in-class enterprises seeing this as a key obstacle.

Our Service Experience Platform offering aims to optimize the service operations and help transform OEMs into lean and agile enterprises.

## Business Challenges

Table 1 lists some key challenges faced by equipment service enterprises which the Service Experience Platform addresses.

Typical Challenges	Associated Implications
Lack of real time data availability	➤ Delayed decision making, process inefficiencies, and revenue leakage
Field technician productivity issues	➤ Longer lead times for service-to-invoice process
Multiple devices and operating systems	➤ Portability issues across devices and operating systems
Offline/ remote connectivity for field technicians	➤ Lost business and inability to record all transactions in the system in real time basis
Inability to handle concurrent high volume service transactions	➤ Lost business opportunity to rapidly scale up service business needs
Keeping Service Appointment Promises to your Customers	➤ Higher operational costs to maintain sufficient capacity, poor customer experiences
Covering all field activities with a single Service Delivery capacity	➤ Lack of flexibility to share work across different skills, schedules, and service types

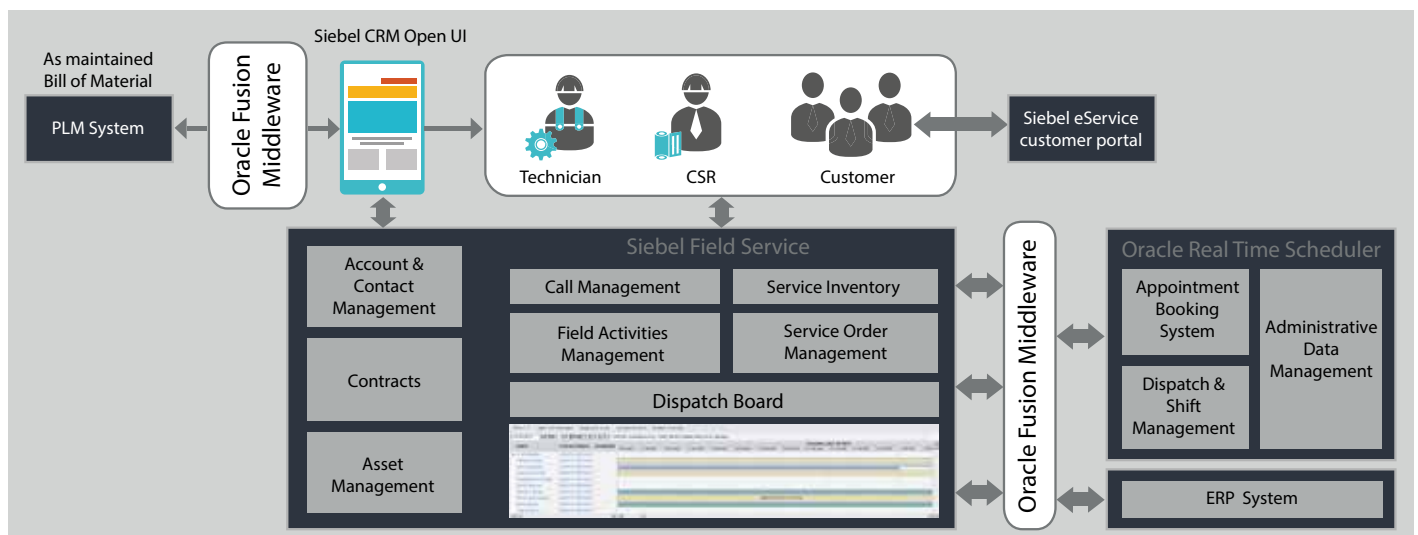
Table 1: Challenges and associated implications faced by equipment service enterprises

## Service Experience Platform Offering

The Service Experience Platform offering is a comprehensive and innovative offering that provides end-to-end solution for the services business.

The process scope starts from the identification of the issue at the point of service to the closure of the service call either through the generation of the

invoice (for non-planned work) or with the closure of the service request upon confirmation received via signature capture (for planned work).



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.

The offering is built using Oracle Siebel CRM Open UI that helps deploy mobility screens per client requirements as well as seamless integration with ERP and Product Lifecycle Management (PLM) systems through Oracle Fusion Middleware based integrations.

#### The solution stack comprises of:

- Oracle Siebel CRM – Siebel Contact Center and Service, Oracle Real-Time Scheduler(ORS), Siebel Open UI
- Tech and Infra - SOA Suite, AIA Foundation Pack

## Solution Highlights

The key highlights of the solution include:

1. Strong process-oriented, best practices based framework for deploying service operations
2. Open UI based mobile enablement for field technicians
3. Offline mode connectivity to help capture data at the field and sync up later for remote locations
4. Solution availability on the cloud, so no need to invest in infrastructure costs upfront
5. Innovative real-time field service scheduling provided by ORS
6. Seamless back-end integration with ERP (inventory, parts, orders, availability) and PLM systems (as maintained bills)
7. Solution offered on an application-as-a-service model i.e. Infosys managed bundled services comprising Oracle application software licenses, Oracle implementation services, application

and database instance infrastructure hosting, infrastructure services, Oracle maintenance and upgrade services.

## Solution Accelerators

- Solution proof of concept (POC) available for demos
- Infosys rapid deployment solution methodology
- Industry Solution Accelerators (ISA) from Oracle
- Pre-built integrations with back-end ERP, PLM systems
- Open UI screens/ development accelerators for services business

The use cases supported for the service technicians include: *Standard Field Service, Field Service with material debrief, Order Available to Promise, Return Material to warehouse, Preventive Maintenance, Unscheduled work, Exception initiates re-schedule, Field Engineer Priority Scheduling.*

## Infosys 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 ERP and PLM systems
- Infosys win stories around application-as-a-service model with turnkey delivery of all pieces combines
- Turnkey solution delivery capabilities provided by Infosys
- Opex based, pay per use pricing model with fixed equal monthly instalments

## Enterprise Benefits

### Low Total Cost of Ownership

- Solution delivery on the cloud with rapid deployment model reduces time to market for service business
- Opex based, pay per use pricing model for application -as-a-service model for deployment

### Improved 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 and PLM systems using Oracle Fusion Middleware
- Siebel CRM Open UI platform
- Real-time Field Service Scheduling via ORS
- Anytime, anywhere connectivity

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

**Infosys**<sup>®</sup>  
Navigate your next

© 2018 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.