

FLYER

YOUR SOLUTION FOR FIELD SERVICE MANAGEMENT

Customer service organizations face growing pressure to increase their efficiency. Apart from purely operational tasks relating to repair, inspection and maintenance, they also have to develop new and innovative service models. One frequent expectation in doing that is to generate additional revenues from services. In addition to their daily business, they not only have to roll out new technologies such as remote access or interfaces for the Internet of Things. Quickly familiarizing new customer service employees in a knowledge-intensive field of work is also a major challenge. If customer service wants to keep on performing operational and strategic tasks to the satisfaction of management, it has to organize itself like a professional service division and increase the efficiency of its internal processes.

Objectives

— Valuation enables you to organize all operational tasks in customer service as part of field service management. You define the services that are available and make them available on demand. Service requests are assigned, forwarded and monitored with the aid of tools. You store important information in a knowledge base and so automatically provide answers to the questions most frequently asked. A self-service solution lets you network customer service staff and customers with the service center in a smart way. Big data analytics enables new service models in the field of predictive maintenance.

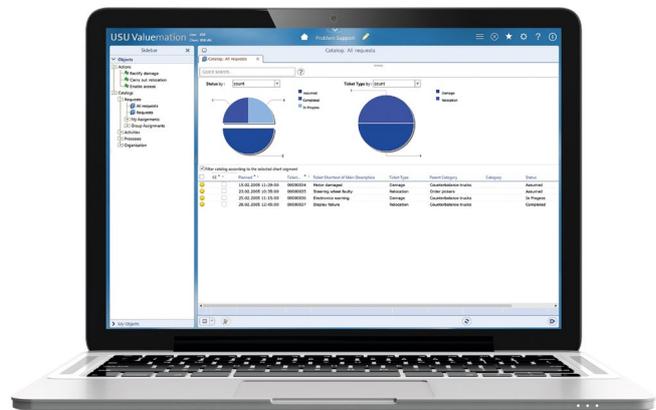
BENEFITS

Valuation enables you to

Increase customer satisfaction by improving the quality of service

Free up resources to handle strategically important services by increasing efficiency in operational processes

Increase revenue by offering innovative additional services such as predictive maintenance



KEY FACTS

Valuation enables you to

Organize your repair, inspection and maintenance processes

Make expert knowledge available using a knowledge base

Provide customer service staff and customers with your services via a state-of-the-art self-service application

Obtain early indications of potential machine and system outages

Handling Service Requests in Customer Service

— Valuation allows you to define field services and then make them available on demand to customer service staff or directly to users of the machines and systems. New service requests are automatically assigned so that they are handled by the responsible customer service staff. Personal to-do lists and automatic reminders help staff deal with them in time. You can graphically represent the assignment of the required service technicians and resources in field service and optimize their assignments, including the routes to be traveled. Extensive analysis functions make the number and scope of the services in customer service transparent. They also help you identify bottlenecks and improve service processes.

Supplying Information with a Knowledge Base

— You can provide your customers with frequently requested information, such as product descriptions or user manuals, directly via a knowledge base. However, you can also use a knowledge base to support transfer of valuable expert knowledge on diagnoses of problems and troubleshooting within customer service.

Configuration and Automation of Service Processes

— Valuation lets you configure any desired service processes. You can define the process steps required, as well as the persons responsible for handling, examining and approving them. In addition, field service processes can be completely automated, so that for example operating resources are automatically reordered if a level indicator falls below a certain mark, without the need for a service employee to have to take any manual action.

Supporting Customer Service Staff and Customers with Self Service

— An intuitive self-service solution means you can query information from the knowledge base, post new service requests or monitor the status of existing requests. The user interface of this self-service solution is similar to an Internet shop and so can be used intuitively by any user without the need for training.

Generate New Service Models with Big Data Analytics

— As a result of the Internet of Things (IoT), more and more machines and systems can be connected directly to the Internet, allowing operating and sensor data to be read. Big data analyses by the integrated software Katana enable error states to be diagnosed promptly. You can thus avoid impending machine outages with the aid of predictive maintenance.