

# Field Service Accelerator for Manufacturers

## Better Customer Service and No Revenue Leakage

Customer expectations are increasing, and manufacturers of all sizes are forced to rethink their interactions with customers. Customers do not like repeated requests, and they expect every person in the organization to know everything about them – preferences, products, service interactions, sales.

Despite making large investments in sales technology, businesses, especially field service organizations, still hear complaints from customers that the service team does not understand their needs. Mostly, it's because the technicians and maintenance specialists do not have the right technology enablers or the information to service the customer correctly!

## Mastech InfoTrellis Field Service Accelerator for Manufacturers with Oracle's Field Service Cloud

A solution that can quickly and cost-effectively arm mobile resources and dispatchers with the necessary information to meet customer expectations.

### Deployment Strategy

**No worries about hardware procurement, systems configuration, or network access**

The Field Service Accelerator leverages Oracle's Field Service Cloud, so our clients don't worry about hardware procurement, systems configuration, or network access. Our users access the application from the internet on a scalable platform that expands as their business and capabilities expand.

### Appointment Integration

**Assign appointments and optimize technician's routes with meta-data in Service Cloud**

Work Orders are the starting point for any Field Service platform. Our solution will help you integrate your orders into Field Service Cloud so that they can be routed to the appropriate technician. We deploy a multi-channel customer service system for companies without a work order system to track customer issues. We'll also enable appointment status (complete, incomplete, suspended, etc.) to be sent back to your appointment creation systems.



### Dispatcher Configuration

**Assign appointments and optimize technician's routes with meta-data in Service Cloud**

We will help set up critical data points like geographies, work skills, employee calendars, profiles, permissions, custom fields, and technician capacity algorithms. We'll work with you to optimize routing plans so that all of the correct information is taken into account during appointment assignment, including the risk of missing an appointment, overtime considerations, minimizing travel time, and adherence to service level agreements.

### Mobile Configuration

**Configure the user interface for your mobile technicians**

We design mobile interfaces as per the business needs. From simple one-click interfaces to complex interfaces for clients that follow certain compliance standards like a safety checklist, signoff from the client, or detailed documentation, we have it covered.

We've designed the Field Service Accelerator solution based on extensive experience with companies that support large automotive fleets, robotics, and hardware and re-created the methodology for optimizing complex, mobile technician organizations. Our approach combines industry expertise with the latest in cloud applications to efficiently build mobile applications.

**Get in touch for an end-to-end solution to empower your field service team.**

### How can

- mobile resources receive critical customer information to enhance the customer experience during their appointment?
- mobile resources record new information gathered at the customer site?
- the mobile group's daily activities be optimized to decrease travel and downtime?
- dispatchers receive real-time insight into their technician's status and on-time delivery?
- customer service be equipped with real-time insight into customer appointment status?