Connecting Field & Technology
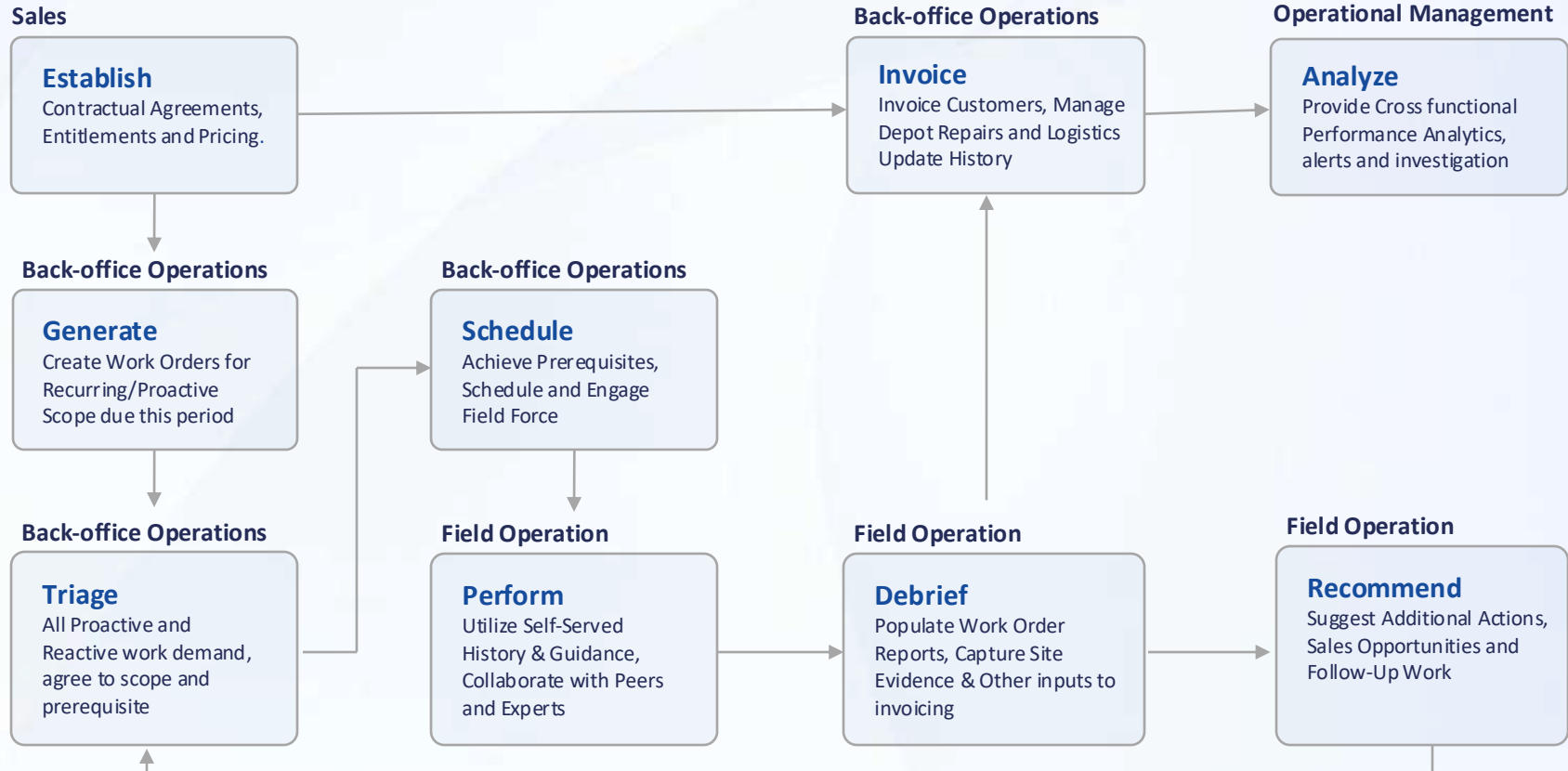
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CEO – FSM Global FZ LLC

Challenges Faced by Field Teams

- Lack of real-time communication

- Manual processes causing delays

- Managing remote and distributed teams

- Data silos and disconnected tools

Field Service Work Flow

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Sales

Establish
Contractual Agreements, Entitlements and Pricing.

Back-office Operations

Invoice
Invoice Customers, Manage Depot Repairs and Logistics Update History

Operational Management

Analyze
Provide Cross functional Performance Analytics, alerts and investigation

Back-office Operations

Generate
Create Work Orders for Recurring/Proactive Scope due this period

Back-office Operations

Schedule
Achieve Prerequisites, Schedule and Engage Field Force

Back-office Operations

Triage
All Proactive and Reactive work demand, agree to scope and prerequisite

Field Operation

Perform
Utilize Self-Served History & Guidance, Collaborate with Peers and Experts

Field Operation

Debrief
Populate Work Order Reports, Capture Site Evidence & Other inputs to invoicing

Field Operation

Recommend
Suggest Additional Actions, Sales Opportunities and Follow-Up Work

Field Service Business Challenges

Plan

- Better visibility
- Automate Planning
- Proactive vs Reactive

Execute

- Managing execution and optimize workflow
- Increased margins
- Communication and connection with back office

Measure

Field Service Business Challenges

Plan
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Execute
- Managing execution and optimize workflow
- Margins Increase
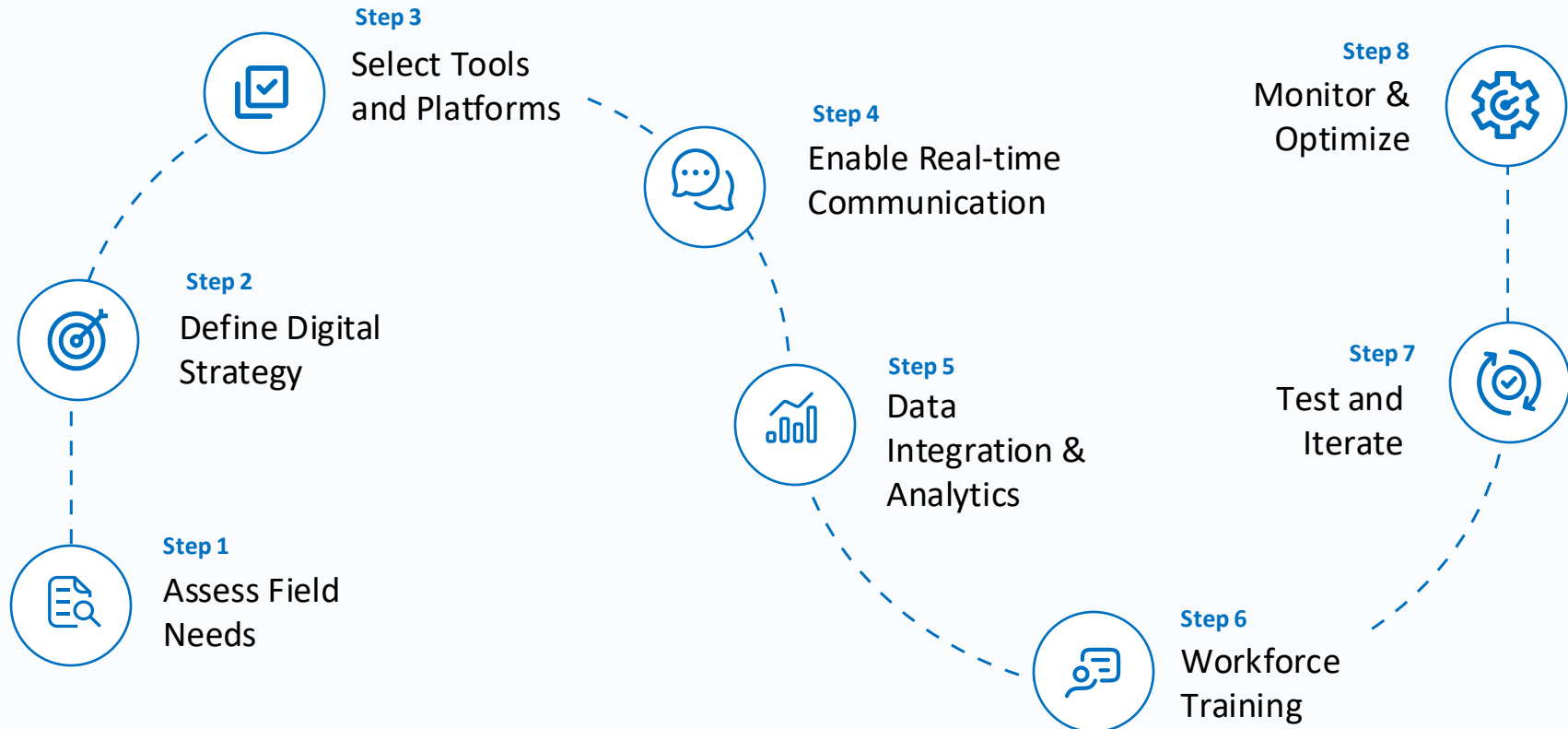- Communication and connection with back office

Measure

Field Service Business Challenges

Plan

- Better visibility
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- Proactive vs Reactive

Execute

- Managing execution and optimize workflow
- Margins Increase
- Communication and connection with back office

Measure

- Reporting and Analytics
- Improved Customer and
- Employee Experience

Field & Technology

Cutting-edge technologies like AI, IoT, and predictive analytics are reshaping FSM and connecting field operations to digital solutions.

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Key Steps in Connecting Field & Technology

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Step 1
Assess Field Needs

Step 2
Define Digital Strategy

Step 3
Select Tools and Platforms

Step 4
Enable Real-time Communication

Step 5
Data Integration & Analytics

Step 6
Workforce Training

Step 7
Test and Iterate

Step 8
Monitor & Optimize

Technology-Empowered Technicians

AI and Augmented Reality (AR): AI-powered AR glasses provide technicians with instant, hands-free access to expert guidance and troubleshooting solutions, significantly improving efficiency and accuracy.

Mobile Solutions: Technicians can streamline their workflow with intuitive mobile apps that offer instant access to critical information, such as work orders, manuals, and customer history, anytime and anywhere.

Self-Service Options: Empowering customers with self-service apps enables them to quickly and easily resolve common issues, reducing wait times and improving overall customer satisfaction.

Benefit: By investing in cutting-edge technology solutions, companies can achieve a substantial 20-30% increase in service efficiency, leading to improved customer satisfaction and reduced operational costs.

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Digital Workforce Transformation

- **Generative AI:** Generative AI empowers technicians with intelligent tools, accelerating problem-solving and optimizing service efficiency.

- **Reskilling & Upskilling:** Strategic reskilling and upskilling initiatives equip technicians with the knowledge and skills necessary to thrive in the era of advanced technologies.

Benefit: Organizations that successfully combine AI implementation with robust workforce development programs consistently achieve a significant 30% boost in productivity

Smart Asset Management Through IoT

- **IoT Connectivity:** Proactive IoT sensors provide real-time equipment health monitoring, enabling early detection of potential failures.

- **Predictive Maintenance:** Leveraging IoT analytics, companies can predict equipment maintenance needs, significantly reducing downtime by up to 50% and optimizing maintenance costs.

- **Asset Visibility:** IoT-powered asset tracking provides enhanced visibility, streamlining operational planning and minimizing disruptions.

Benefit: Implementing IoT-based asset tracking solutions can result in a substantial 40% reduction in unplanned downtime, improving overall operational efficiency.

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Data-Driven Operational Efficiency

- **Big Data Analytics:** By harnessing the power of big data analytics, we can extract valuable insights from field sensor data, customer interactions, and equipment performance, enabling data-driven decision-making.

- **Automation:** Through advanced automation, routine tasks can be streamlined, allowing technicians to allocate their expertise to more complex and strategic initiatives.

Benefit: By leveraging the synergistic power of automation and analytics, we can achieve a substantial 50% increase in operational efficiency and deliver significantly improved service quality.

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Next-Gen FSM Platform

FSM Grid

Core of the Platform with
- Dynamic Scheduling & Dispatching
- Location Maps
- Preventive Maintenance (incl. Site Asset Audit)
- Corrective Maintenance
- Emergency CM
- Punch List and Forms / Checklists
- Spare Part & Inventory Management

FSM Asset

Asset Management Module with

- Multi-level Asset definition
- Bill of Material Management
- Schematic Diagrams with Drag & Drop
- Barcode Generation

NeoFlow
Work, like never before

Tasks & Forms Management Module with

- Next-Gen Form Builder
- Configurable task workflow
- Timesheet Management

FSM Assist

Remote Assistance Module with

- Pluggable Calls setup
- Supports screen Sharing
- Provision to control and capture mobile screens
- Doodle and Markups
- OCR capabilities

NOVA
Your copilot for better service

Generative AI Module with

- Ask anything feature
- Capable to compare and analyze images
- Provision for building graphs
- Multi-AI model support
- Generate PowerPoint Presentations

Thank You

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