

# NextGen Field Services on Microsoft

Microsoft Business Unit



With the COVID-19 pandemic making work from home the norm, providing remote services has become key for several industries with field service technicians moving to contactless solutions. This has led to connected field services automation becoming a driver of revenue growth as it provides real-time visibility and changes the approach to field service once it is integrated with a scheduling engine.

TCS NextGen Field Services on Microsoft provides advance forecast of resource demands, work- in-day prioritization and increased uptime, end-to-end integration, regulatory compliance and schedule optimization. It also enables long-cycle and short-cycle service, technician remote support, Azure IoT, ML integration with cases and work orders. The solution also ensures that an efficient connected ecosystem is built with the customer, operations staff, and field service staff of an enterprise.

## Overview

Research data shows that businesses must focus on improving customer experience to differentiate themselves from competition. The first step to doing that is understanding the customer sentiment. Most consumers today prefer an instant response to service queries or repair and replacement requests and expect them to be done right the first time.

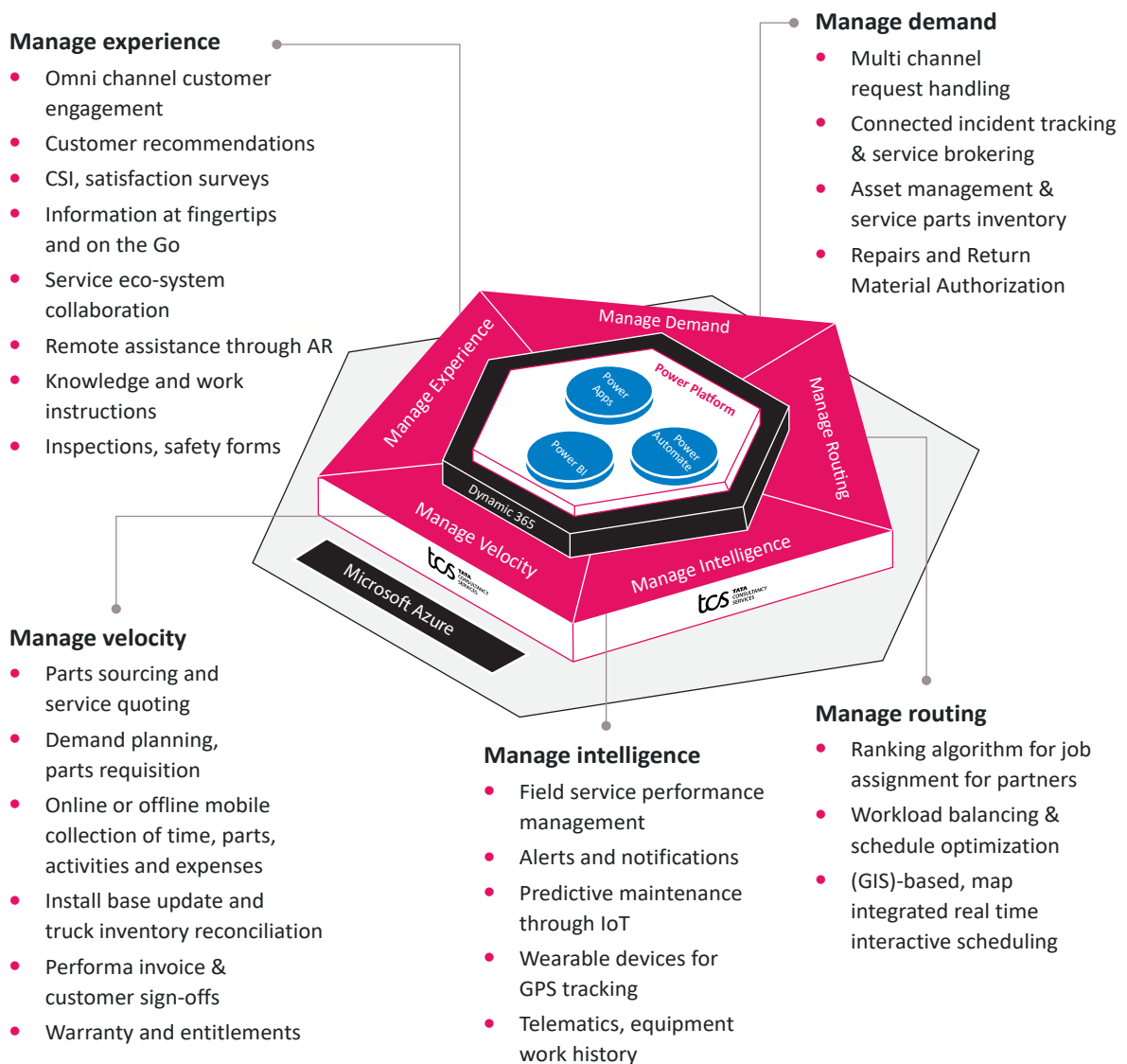
Hence, enterprises feel the need to gauge the effectiveness and productivity of their field service and operations as well. The telecom, utility and energy service providers are looking at emerging technologies to reduce costs, increase resilience, and boost process efficiency and information accuracy. They also want to ensure hyper-personalized experience that optimizes their customers' journey. Hence, new processes and techniques have to be formulated on time-based, self-learning, and predictive models that are based on the enterprises' requirements and provide a real-time field view.

With features such as asset location, remote detection and resolution of issues, IoT-enabled predictive maintenance, asset hierarchy, automated scheduling recommendations, resource management and service level agreements, TCS NextGen Field Services on Microsoft empowers field service staff through remote assistance for proactive service through the internet of things. It ensures a first-time fix by giving technicians and service managers the right tools and the information they need to resolve problems the first time.

# Our solution

A tailor-made solution designed to build a well-connected ecosystem and empower the field services staff, TCS NextGen Field Services on Microsoft is powered by:

- **Unified real-time information view:** Provides real-time updates on a technician’s availability and skill levels, on-hand goods inventory, installed base telematics and location.
- **Predictive field-service analytics and forecast resource demand:** Connects elevators for predictive maintenance, allows in-field service sector service records, job reports, bills, and other job essentials to be communicated as digital offerings, and provides data for field service to drive innovations with predictive analytics.
- **Omnichannel customer collaboration:** The omnichannel platform enables simultaneous communication with more customers, reduces customer wait times, and brings down operational costs with chatbots.
- **Personalized customer experience:** Allows assigning a field service job in the preferred time schedules of the customer by gathering data from past interactions, to drive personalized value and improve the organization’s customer satisfaction levels.



*TCS NextGen Field Services on Microsoft empowers the field services staff*

# Benefits

The TCS NextGen Field Services on Microsoft can help enterprises gain the following benefits:

- **Reduced service cost and prevention of hazards:** Introduces forecasting to avoid overtime costs and to reach out to contractors at the last minute and paying higher rates. Advance forecast of resource demands helps avoid hazards and losses.
- **Enabled predictive maintenance:** Helps enterprises move from a costly break-fix model to proactive, predictive maintenance using intelligent, connected field services.
- **Remote monitoring of assets:** Connects devices to IoT data and enable remote monitoring, reducing customer downtime and uncovering industrial maintenance insights for new products and services.
- **Increased operational efficiency:** Leverages data-driven insights to brief and equip engineers with the right tools for first-time issue resolution.
- **Increased customer loyalty:** Improves customer service and ensures clear, on-time communication to drive customer retention.

# Why TCS

By partnering with us, enterprises worldwide can leverage:

- **Customer-first philosophy:** Combining its customer-first philosophy with years of technology experience, TCS delivers real value to the clients at the best prices.
- **Strategic partnerships and alliances:** TCS has forged strong partnerships with leading industry players to deliver best-in-class solutions to its clients. Our collaboration with Microsoft has led to landmark achievements in the fields of product engineering and device automation labs. TCS has also been recognized as a Gold Partner by Microsoft and was the recipient of the prestigious Inner Circle Award 2020/2021.
- **Contextual knowledge and expertise across core functions:** TCS has a large team of experts armed with business acumen, in-depth knowledge of client business, expertise on the Microsoft platform, and vast experience in digital transformation in the high-tech industry.
- **Proven experience:** TCS, in partnership with Microsoft, has become one of its largest global partners for cloud business. It provides a strategic direction and enables tactical execution capabilities for enterprises across more than 25+ industry and sub-industry segments.

# Awards and accolades



## Contact

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