

Field service management solutions with T-Systems



Elevating customer experience with exceptional field service

The moments that truly define a customer's experience with your brand extend far beyond the initial purchase. Once a customer-supplier relationship is formed, the field service interactions determine the overall customer experience and satisfaction.

Here are a few examples:

- An engineer installing an industrial machine onsite
- An electrician performing a routine inspection of a public charging station
- A truck technician providing roadside assistance to a truck driver

Prompt, efficient, and skilled technical service has the potential to exceed your customers' expectations, ensuring their loyalty and trust throughout the product ownership. As industrial machinery and automobiles become more advanced, field service operations for automotive and manufacturing companies also get more complex. Moreover, customers still expect fast and personalized service.

The conclusion: Equipping your field service team with the right technology and strategy is becoming a necessity.



Digitalizing field service operations

By using cutting-edge field service management technologies, we help automotive and manufacturing companies to:

- Quickly assign work orders and service appointments to the best technician based on location, availability, and skill
- Provide dispatchers with real-time updates on technician progress to ensure timely adjustments and service level compliance
- Seamlessly connect field service with customer service for a smoother customer experience
- Proactively schedule maintenance to reduce downtime and keep equipment running efficiently
- Equip technicians with mobile apps for instant access to vital information and tools, boosting safety and productivity
- Improve overall efficiency by leveraging AI and analytics to speed up tasks like technician selection, scheduling, pre-briefing, and service reporting



Our services

Our IT services are powered by top field service management platforms like Salesforce and ServiceNow and can provide your team with the tools they need to deliver exceptional customer service and satisfaction.

Technology assessment: Navigate the complex landscape of field service management technology with our expert IT consultancy services. Our IT experts are specialized in identifying the perfect fit for your company by evaluating your unique business needs and specific process requirements in detail. Trust us to guide you to the right technology provider—be it Salesforce or ServiceNow—ensuring that your choice not only aligns with your objectives, but also drives unparalleled efficiency and customer satisfaction.

Process evaluation and redesign: Based on the evaluation of your existing field service operations and processes, we will provide detailed recommendations for process redesign in a wholistic approach, including all functions involved, e.g. contact center, central resource planning, and field service teams. Throughout the evaluation, we focus on resolving bottlenecks and areas for improvement with the aim to prepare for the optimal use of your new field service management tool.

Implementation and integration: Seamlessly integrate your chosen field service management application into your existing IT infrastructure with our professional IT services. Our IT consultants are certified and experienced in the meticulous implementation and customization of field service management applications offered by Salesforce and ServiceNow, respectively. While ensuring a smooth transition and continuity of your operations, we focus on creating a cohesive ecosystem that enhances your service capabilities.



Benefits of digitalizing the field service operations

Moving away from manual processes and information silos towards digital solutions ensures:

- **Better customer satisfaction:** Faster response times, more accurate service, and proactive maintenance contribute to reduced downtimes for your customers and thus higher customer satisfaction throughout your customers' post-purchase journey
- **More efficient service operations:** Streamlined processes, more accurate resource planning and allocation
- **Improved field team productivity:** With access to real-time information, mobile tools, and remote diagnostics, field technicians can complete tasks quicker and more efficiently
- **Reduced operational costs:** Minimizing unnecessary trips, optimizing routes and field service utilization, and reducing manual paperwork leads to operational cost savings without reduction of scope of service



Why T-Systems?

- Numerous trained and certified experts: 250+ Salesforce and 290+ ServiceNow
- Over 800 client projects in total across several industries, including automotive, manufacturing, telecommunications, utilities
- High levels of customer satisfaction (CSAT scores): 97% Salesforce and 93% ServiceNow
- The members of our expert teams are based in Germany and Europe and are fluent in German and/or English



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