





Future of Field Service relies on new gen technologies to provide all round

customer & field service experience

Remote monitoring of assets with IoT Sensors to detect issues remotely

Anomalies triggering creation of cases and workorders to help perform predictive maintenance

Advance information available beforehand to enable easy maintenance for technicians and improve customer satisfaction

Help moving towards servitization to enable better customer feedback

Predictive maintenance through data from Assets, ERP, CRM, Technician Devices, Logistics, and other sources to reduce downtime of assets

Video and Image Analytics to assist field service

Dashboards to track both performance and productivity of employees as well as service metrics

AR/HMD based devices, 3D Visualization, Gesture Controls helping collaborate for repairs and remote assistance

VR to train technician with field situations that are rare or dangerous

Vision Search for parts & tooling recognition for quickly locate and understand them

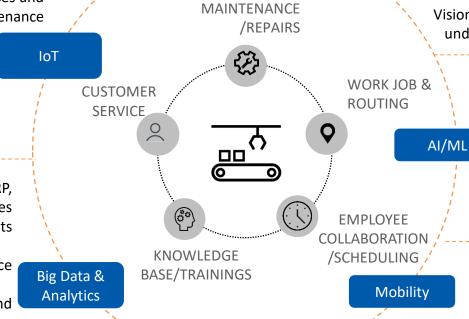
Al based dispatch and routing by assessing route, customer history, skills, real-time traffic changes etc. to optimize scheduling

AI/NLP based Chatbots that can intelligently help the customer

Al based probabilistic maintenance/inventory forecasting and assignment to avoid asset downtime

All information on go including real time connectivity with customer information, inventory systems and other relevant information to reduce dependency on location

Collaboration and broadcasting with other technicians for assistance over any mobile device



XR/HMD

Growing Market for Field Service

By 2022, over **50%** of field service providers will offer a specialized digital customer experience

By 2022, more than **60%** of asset manufacturers will offer outcome-based service contracts,

In 2022, **30%** of field service providers will be ready to deploy AI-based decision support for their field service

By 2027, Field Service Management market will be at \$10.78bn with CAGR of 13.36% (2020-27) Combined markets for the Internet of Things (IoT) are expected to grow to \$520bn by 2021

AR is predicted to top 2.5 billion installed base and \$75bn revenue by 2023

Source: Gartner Research Predicts 2019: CRM Customer Service and Support | Bain & Company IoT market prediction

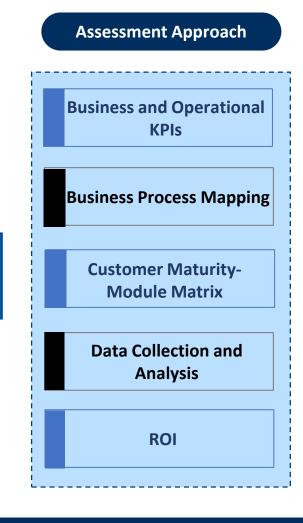
How Hexaware Can Help?

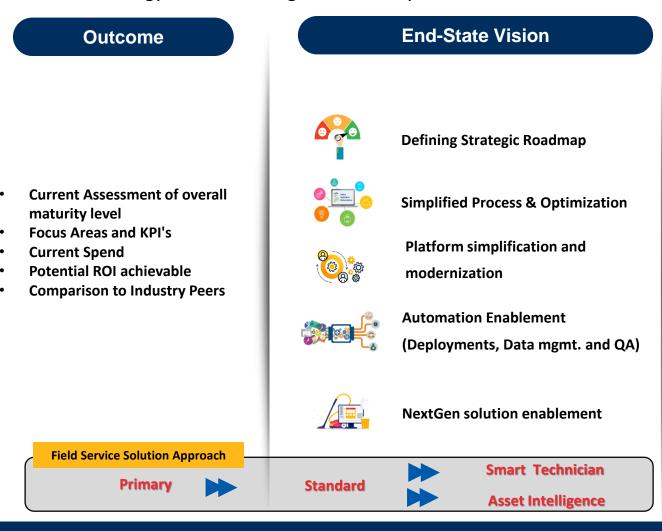


Quickly assess current Field Service maturity level of Organization and define strategy to achieve targeted maturity level.

Business Areas of Examination

Field Service





Hexaware's Quick Assessment Framework

Assessment Checklist







Field360 Solution Approach



Primary

Existing ERP Solution for Field Service

Custom Developed Legacy Field Service Solution

End of life field service applications

Standard

Automated Field Planning & Scheduling

- Work order management
- Planned/Scheduled Maintenance
- Mobility
- Dashboard & Analytics
- Parts Management & Returns
- Billing and Invoicing
- Workforce Planning
- Communication & Collaboration
- Integrations with warranty, contracts and other system

Smart Technician

Technician Self Service

- Service history, work order, customer / technician /asset details etc. powered through voice/chat bot
- Knowledge Management integrated with HMD's

Remote assistance

- Remote field tech. assistance
- Remote customer assistance
- Guided work order execution

Virtual Training

Simulation based on-field technical training

Asset Visibility & Maintenance

Asset Intelligence

- Remote asset performance monitoring
- Condition monitoring of field equipment's.
- Predictive maintenance

Intelligent Parts Management

- Real-time parts visibility
- Optimal parts scheduling
- Parts status / ordering through chatbot

Hexaware's



Core Capability Standard



Hexaware Solutions

Smart Technician

Asset Intelligence

Consulting led approach to determine existing field service maturity...



	Hexaware's Quick Framework model aligned with Microsoft Catalyst "IDEA"					
	3 days	4 days				
Activities	Inspire	Design			Empower / Achieve	
	Define Objectives and Success Criteria	Discuss with the customer on the identified requirements for future		Map target state KPI's		Build Future state map for Field services
	Identify Systems and Data for Study	Map underlying IT systems and tools		Discover systems to be integrated and define new functionalities required		Prepare business case
	Field360 Maturity Assessment Kit – Customer Validation	Analyze the extent of manual interventions required in current state		Vision for next gen field services with Digital Leapfrogging initiatives		
Methodology / Tools	Vision Workshon	Maturity Inter	views Que	estionnaires I	Document Review	Stakeholder discussions and Steering Committee presentations
Customer Involvement	 Provide direction on business goals Fill Maturity assessment excel and validate scope for future. Interviews / Workshops to understand as-is processes Follow-up queries 					
Areas of	Does the existing Field Service	Is the process	comparable to	Are the underlyin	ng systems creating	Can technology help in furthe

Areas of
Examination
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process enable consistent experience to customers?

leading / best practices in the Industry

bottlenecks or inefficiencies in process execution?

reducing manual efforts and enhance customer experience



Field360 – Assessment and Evolution Roadmap



FIELD SERVICE EVALUATION CRITERIA

FS LANDSCAPE	FOCUS AREA	FIELD SERVICES SPEND
Current status and maturity level by module	Field Personnel (OR) Assets/ Equipment	Client-driven inputs (OR) Automatically calculated inputs based on Workforce skill distribution; Skill-based costs; Overhead expenses (including travel, fuel, accommodation, training

ASSESSMENT AND RECOMMENDATIONS

Current assessment of overall maturity

level

Recommended Field Service upgrades based on focus area and current FS implementation status

Estimated maturity level post Field Service upgrade

FS POSITIONING AND WAY AHEAD

Estimated Field Services Spend Potential ROI achievable from the above recommended Field Services transformation

INDUSTRY PEER COMPARISON

EXPECTED BENEFITS**

Analysis of Field Service benchmarks

Relative position compared to industry peers

EXPECTED BENEFITS**

35% service margins increased from 15% after implementation of connected field service

20% improvement in time spent on primary core job duties with dynamic resource scheduling and mobile working

7% productivity increase of service organizations implementing a mobile-first strategy

6.2% service revenue increase for organizations achieving 80%+ first time fix rates

40% achievable reduction in travel times through deployment optimization

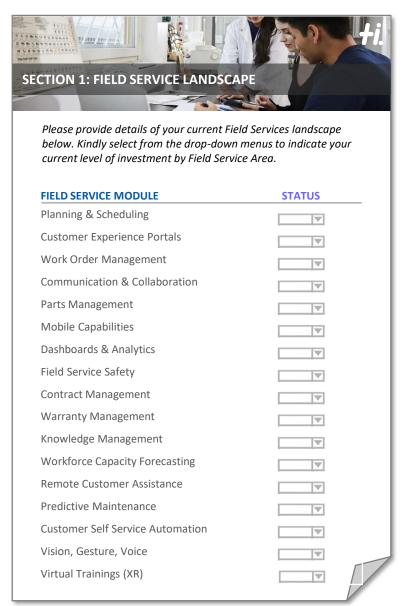
12% average cost savings of effective preventative maintenance

50% achievable reduction in field service technician idle time

Field 360 Maturity Assessment – Illustrative Interface







SECTION 2: FIELD SERVICES SPEND	+i.
Section 3.1: Please provide the inputs requested in the areas below:	highlighted
Do you have a readily available value for your Field Services Spend (Yes/ No)?	
Current Field Services Spend (\$ M)	

FIELD SERVICES SPEND CALCULATOR

Section 3.2: If you answered "No" to the above, please use the Field Services Spend Calculator below to estimate your Field Services spend for consideration in this assessment.

PART 1: FIELD SERVICES WORKFORCE DISTRIBUTION

Please enter the number of FS employees in your team

Technicians	Engineers	Supervisors

PART 2: FIELD SERVICES WORKFORCE COSTS

Please enter the approx. yearly cost of employees in your team.

	Technicians	Engineers	Supervisors
Yearly Cost			
Travel, Accomm. (%)			
Misc. Costs (%)			



Thank you

Innovative Services





Passionate Employees

Delighted Customers



