CONNECTED BLUEPRINT



for Field Service

Uncover possibilities and take the first steps to modernization.

With Connected Blueprint[™] for Field Service, you'll get a customized strategy that makes the most impact in the shortest amount of time, optimizing your service operations.

Step 1 Assess

We'll identify your strengths and weaknesses through a process Gemba walk and discussions with your leadership team and our tenured subject matter experts.

Step 2 Prioritize Prioritize opportunities on a Kaizen PICK chart from what we gathered in our discussions and Gemba Walk. You'll choose a focused workshop on what is most critical for your business.



Scheduling & Dispatch



Technician Success



Proactive & Predictive
Transformation



Mixed Reality

Step 3
Act

After identifying your strengths and weaknesses, prioritizing opportunities, and focusing on a critical area to your success, we'll act on these insights and create your very own unique, tailored Connected Blueprint™ for Field Service.

What You Get

CONNECTED **BLUEPRINT**



Findings and Recommendations



Prioritized Kaizen Opportunity PICK Chart



Financial Value Estimate Model



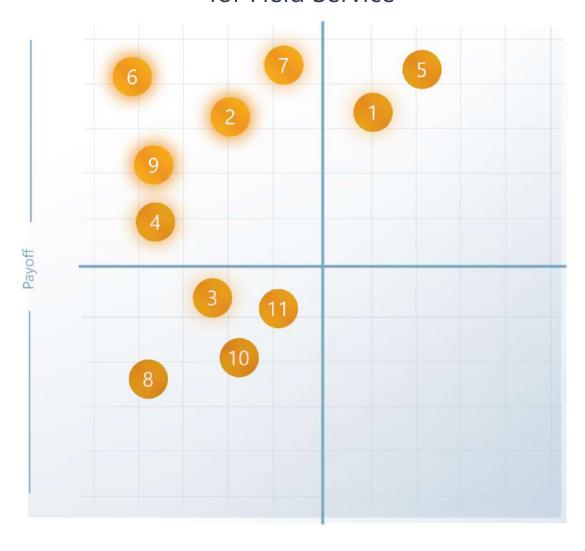
Execution Plan



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Kaizen PICK Chart for Field Service



Difficulty

Service Improvement Opportunities

- 1. Capture and track vendor and customer communications
- 2. Manage assets and preventative maintenance
- 3. Share Knowledge Base articles with technicians and customers
- 4. Set up IoT alerts and commands
- 5. Match work orders with technician skills and proficiencies
- 6. Technician collaboration with Mixed Reality

- 7. Enable Field Service Mobile Apps, inspections Forms, and Mobile Report/Invoices
- 8. Engage with colleagues via Embedded Teams
 Collaboration Hub
- 9. Enable live technician tracking and text notifications
- 10. Analyze and integrate with dashboards and IoT data streams
- 11. Resolve complex cases using Intelligent Swarming