



Installed in the forward side of the "Compressor Engine" or "Gas Generator"; it receives the air stream from the LPC (Low Pressure compressor).

§ Designed to increase the pressure of the flow-stream in order to get the right properties of the air stream in the combustor.

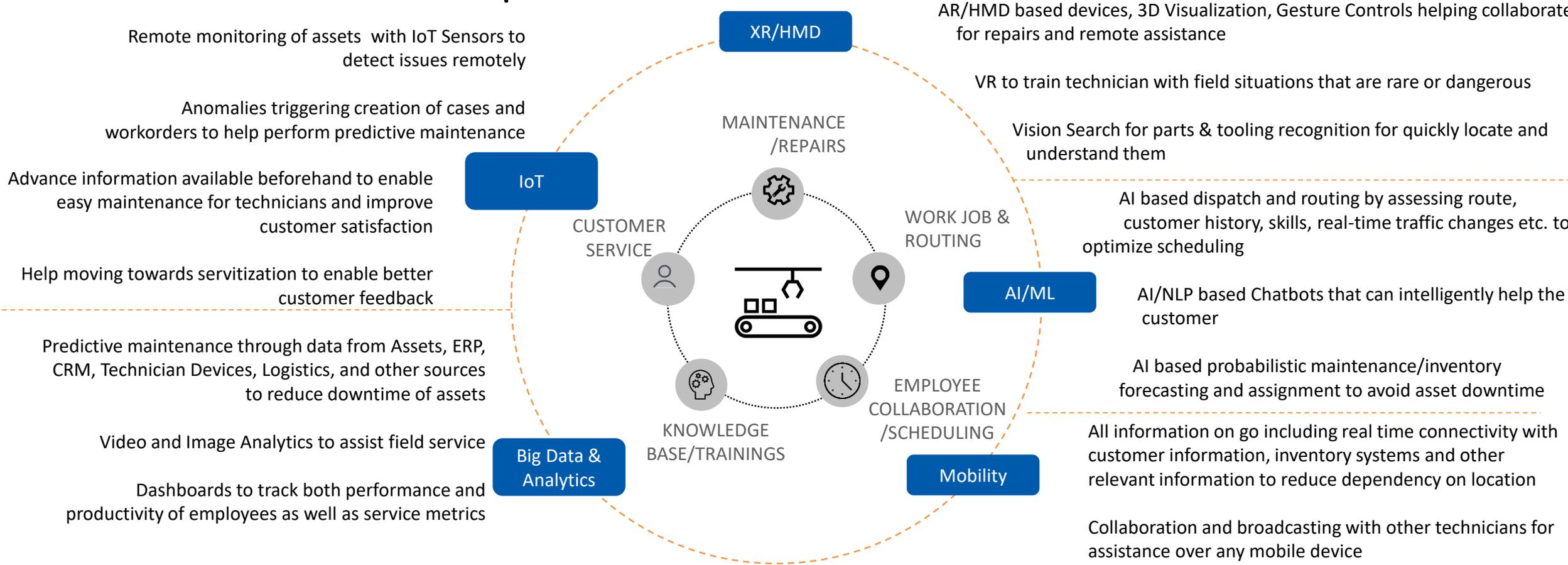


Hexaware's





Future of Field Service relies on new gen technologies to provide all round customer & field service experience

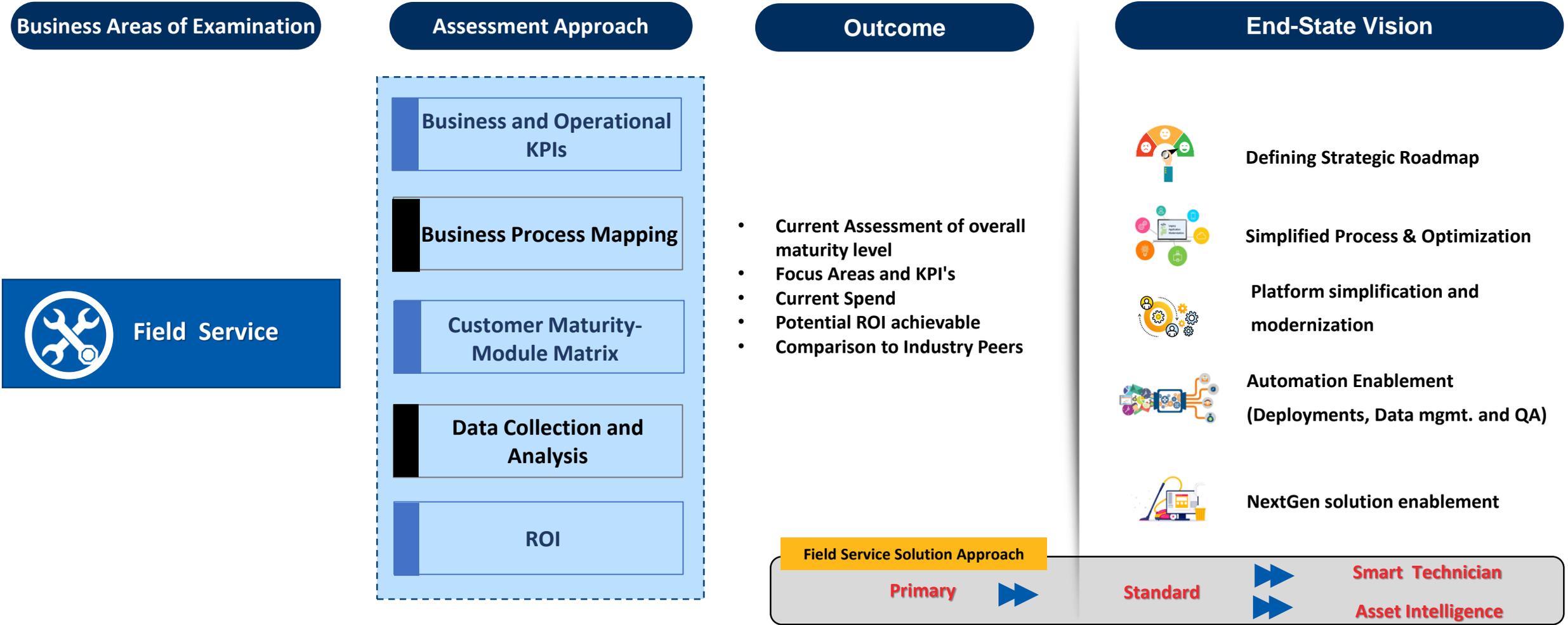


Growing Market for Field Service

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
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How Hexaware Can Help?

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



Hexaware's Quick Assessment Framework



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Interviews / Questionnaires



Assessment Checklist



Recommendation



Continuous Improvement



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 Intelligence

Asset Visibility & Maintenance

- 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



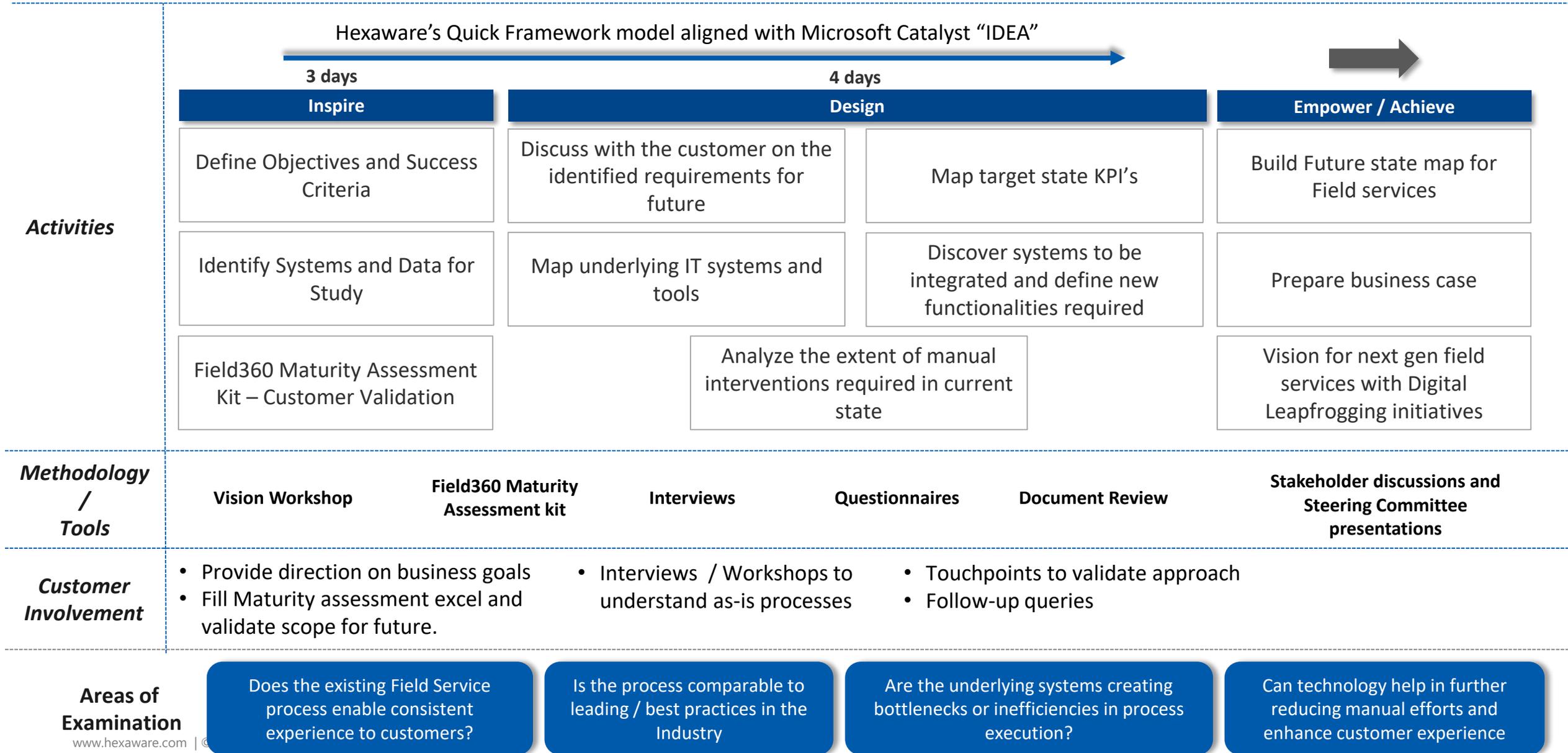
Hexaware Solutions

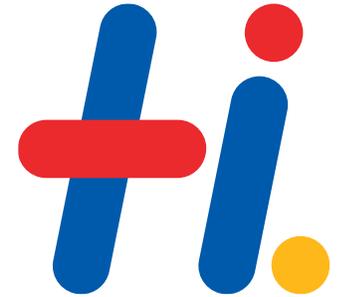
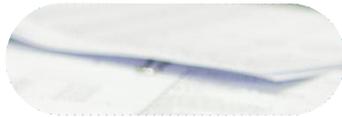
Smart Technician

Asset Intelligence



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





Maturity Framework

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		
FS POSITIONING AND WAY AHEAD							
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	Estimated Field Services Spend	Potential ROI achievable from the above recommended Field Services transformation		
INDUSTRY PEER COMPARISON							
	Analysis of Field Service benchmarks			Relative position compared to industry peers			
EXPECTED BENEFITS**							
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 1: FIELD SERVICE LANDSCAPE

Please provide details of your current Field Services landscape below. Kindly select from the drop-down menus to indicate your current level of investment by Field Service Area.

FIELD SERVICE MODULE	STATUS
Planning & Scheduling	<input type="text"/>
Customer Experience Portals	<input type="text"/>
Work Order Management	<input type="text"/>
Communication & Collaboration	<input type="text"/>
Parts Management	<input type="text"/>
Mobile Capabilities	<input type="text"/>
Dashboards & Analytics	<input type="text"/>
Field Service Safety	<input type="text"/>
Contract Management	<input type="text"/>
Warranty Management	<input type="text"/>
Knowledge Management	<input type="text"/>
Workforce Capacity Forecasting	<input type="text"/>
Remote Customer Assistance	<input type="text"/>
Predictive Maintenance	<input type="text"/>
Customer Self Service Automation	<input type="text"/>
Vision, Gesture, Voice	<input type="text"/>
Virtual Trainings (XR)	<input type="text"/>

SECTION 2: FIELD SERVICES SPEND

Section 3.1: Please provide the inputs requested in the highlighted areas below:

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
<input type="text"/>	<input type="text"/>	<input type="text"/>

PART 2: FIELD SERVICES WORKFORCE COSTS

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

	Technicians	Engineers	Supervisors
Yearly Cost	<input type="text"/>	<input type="text"/>	<input type="text"/>
Travel, Accom. (%)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Misc. Costs (%)	<input type="text"/>	<input type="text"/>	<input type="text"/>



Thank you

Innovative Services



Passionate Employees



Delighted Customers

