

UNLOCKING FIELD SERVICE EXCELLENCE

Optimize field operations with Capgemini
Connected Field Service and Microsoft

Companies are facing mounting pressure to simultaneously improve efficiencies, reduce carbon footprints, and enhance the customer experience.

Optimizing field operations has the potential to address all three areas – driving small improvements across the entire business to create a significant impact.

TYPICAL FIELD SERVICE CHALLENGES

- **Legacy systems** for scheduling and job data capture are difficult to change and fail to meet evolving needs.
- **Manual processes** are required for updating asset information from the field, slowing down processes and creating discrepancies among teams and systems.
- **Disparate field teams** operating across different geographies and at different levels of digital maturity pose challenges for enterprise-wide change initiatives.
- **Reliance on multiple different systems** leads to misallocation of resources, driving up timelines, costs, and carbon footprints through avoidable visits and multiple service calls.







ACCELERATE TIME-TO-VALUE AND OPTIMIZE SERVICE PLATFORM INVESTMENTS WITH CONNECTED FIELD SERVICE FROM CAPGEMINI

Capgemini's **Connected Field Service** is a collection of accelerators, methodologies, templates, and IP that leverages **Microsoft Field Service and Supply Chain** to help companies connect and streamline all aspects of the service lifecycle.

Together with Microsoft Field Service, our Connected Field Service offer helps companies achieve complete visibility of their entire service function, allowing them to optimize service for the customer, the asset, and the environment.

With this solution, companies can connect disparate teams and systems needed to manage and fulfill service requests the first time – allowing them to simultaneously improve efficiencies, reduce costs, better serve customers, and achieve sustainability goals.

+25%

1st Time Fix Rate

10%

Carbon Reduction

20%

Capacity Benefits Creation

+15%

Reduction in wasted visits

>10%

Utilization Rates



Utilities



Manufacturing



Telco



Media



THE VALUE OF CONNECTED FIELD SERVICE



REDUCED COSTS

- Increase first-time fix rates by ensuring field service agents have the information, assets, skills, and support they need to complete each job
- Optimize field service agent routes and schedules, as well as assignments based on required skills and agent availability



IMPROVED CUSTOMER EXPERIENCE

- Gain a comprehensive view of the customer and equipment work history
- Enable on-site customer quotes through 360° view of the customer service contracts and assets



INCREASED CUSTOMER SATISFACTION

- Streamline operations with automated end-to-end processes
- Minimize customer complaints through improved efficiency and avoided visits
- Enable proactive and predictive service models



ENHANCED SUSTAINABILITY

- Reduce CO2 footprint through improved first-time successful fixes
- Optimize service routes to further reduce carbon emissions
- Monitor appliances to increase asset longevity and minimize visits

REDUCE TIME AND RISK WITH CONNECTED FIELD SERVICE



Connected Field Service from Capgemini brings together transformative technologies (including Artificial Intelligence) and revolutionary capabilities that enable companies to optimize their investment in the Microsoft Field Service platform, unlock new and advanced use cases and accelerate time-to-value.



Chat
Bots



Mixed
Reality



IoT
Devices



Automation

Our suite of accelerators, templates, methodologies, and IP reduce time and risk, helping businesses begin to realize benefits within just 12 weeks, while also building the foundation for long-term incremental value.

POWER APPS PROJECT GENERATOR

Reduces project setup from 4 days to 3 hours

- Enables project teams to set up all required environments infrastructure and DevOps processes to enable a CI/CD model in minutes

DEVELOPMENT HUB

Enables deployments from Dev to Production in hours instead of several days

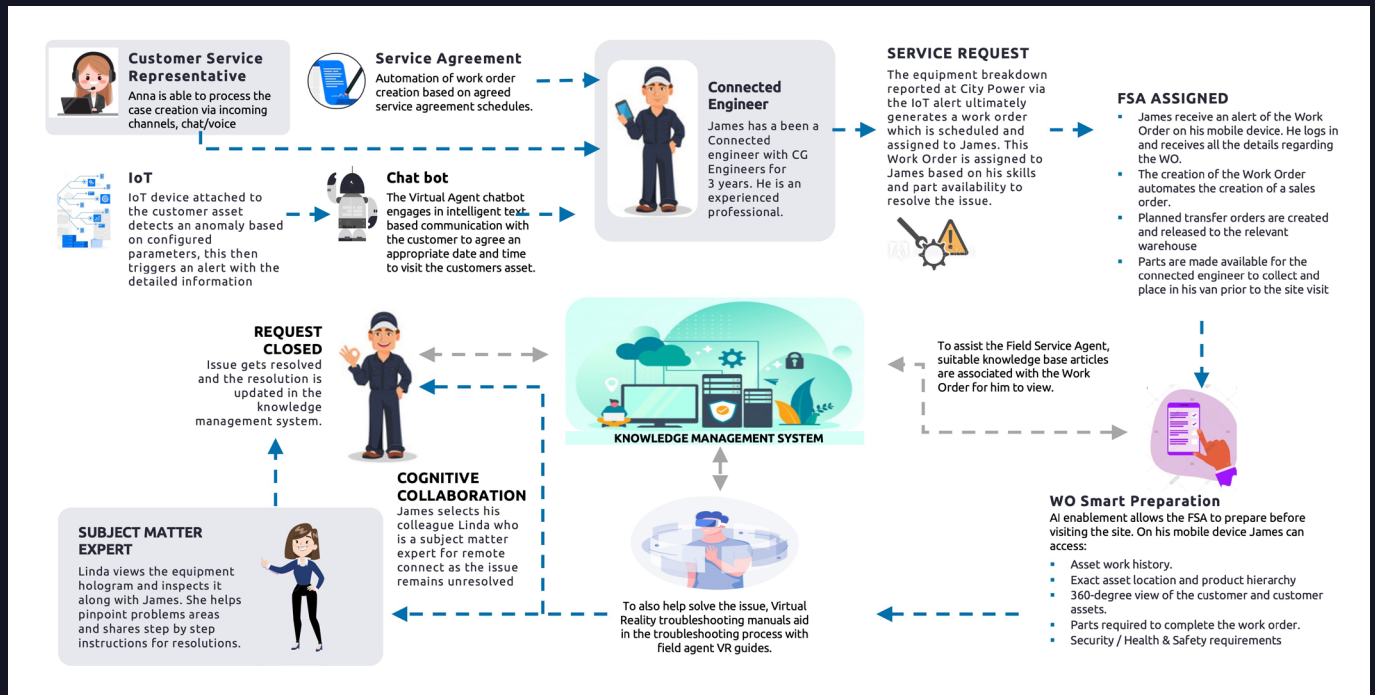
- Enables citizen developers to utilize the DevOps process and push configuration and customizations without any lines of code
- Enables quicker turnaround of new development throughout environments, using the Power Platform UI

NATURAL LANGUAGE TEST FRAMEWORK

Reduces production defects by up to 85%

- Provides a framework to set up automated UI testing within Dynamics 365 and Power Platform without writing code
- Utilizes a set of standard commands, written in plain English, to fully automate testing of new and existing features
- Reduces the time spent on manual tests and enables quick release window.

UNLOCK YOUR COMPETITIVE ADVANTAGE WITH CONNECTED FIELD SERVICE



BREADTH AND DEPTH

Microsoft is the only vendor that offers the full breadth of functionality, covering the entire service lifecycle, including dispatching, warehouse integration, resource allocation, route optimization and remote assist.

RAPID IMPLEMENTATION

Using the revolutionary accelerators, methodology and IP offered through our Connected Field Service solution, companies can rapidly implement Microsoft Field Service, delivering the initial deployment in just 12 weeks.

REMOTE ASSISTANCE AND MIXED REALITY

Andy 3D is a Capgemini-developed remote assistance platform that enables engineers in the field to connect with a team of experts in offices around the world, helping service agents complete jobs quickly and correctly without the need for follow up visits.

These differentiators of Capgemini's Connected Field Service – coupled with the power of the Microsoft Field Service platform – enable companies to connect and integrate all aspects of the service functionality, allowing them to improve time-to-market, reduce cost-to-serve, and increase customer satisfaction.

As a long-time Microsoft partner, Capgemini understands the unique value of the Field Service platform and how to optimize it.

Our delivery model, iPPD365, leverages best practices from User Centric Design, Agile, DevOps and Microsoft's Success by Design, enabling companies to implement end-to-end Dynamics 365 and Power Platform projects, at speed and at scale.

Our standardized approach includes a comprehensive set of activities that ensure a successful implementation, from initial discovery through adoption and solution management. Our set of templates and technical accelerators helps speed implementation programs while also building the foundation to continuously meet the needs of the business and deliver incremental value over time.

For unveiling the future of Connected Field Service with Microsoft and Capgemini, contact:

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About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 360,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2022 global revenues of €22 billion.

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