knowledge17

WORK at LIGHTSPEED

BRE4065 - Introduction to Field Service Management

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ServiceNow

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servicenow

Speaker Introduction



Name: Venki Subramanian

Title: Director, Product Management

Company: ServiceNow, Inc.

Experience: 16+ years experience in Enterprise Software Development and Product Management

Expertise: Customer Service and Field Service, CRM, Cloud, Integration

Achievements: Introduced several customer engagement and customer service solutions successfully to the market

Current Projects: Leading product management for ServiceNow Customer Service Management

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Speaker Introduction



Name: Nikki Narang

Title: Product Manager

Company: ServiceNow, Inc.

Experience: 10+ years experience in Consulting, Software Development, and Product Management

Expertise: Customer Service and Field Service, CRM, Customer Experience

Achievements: Introduced successful customer and enterprise applications to the market

Current Projects: Product Manager for ServiceNow Field Service Management

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Objectives and What You Will Learn

Objectives

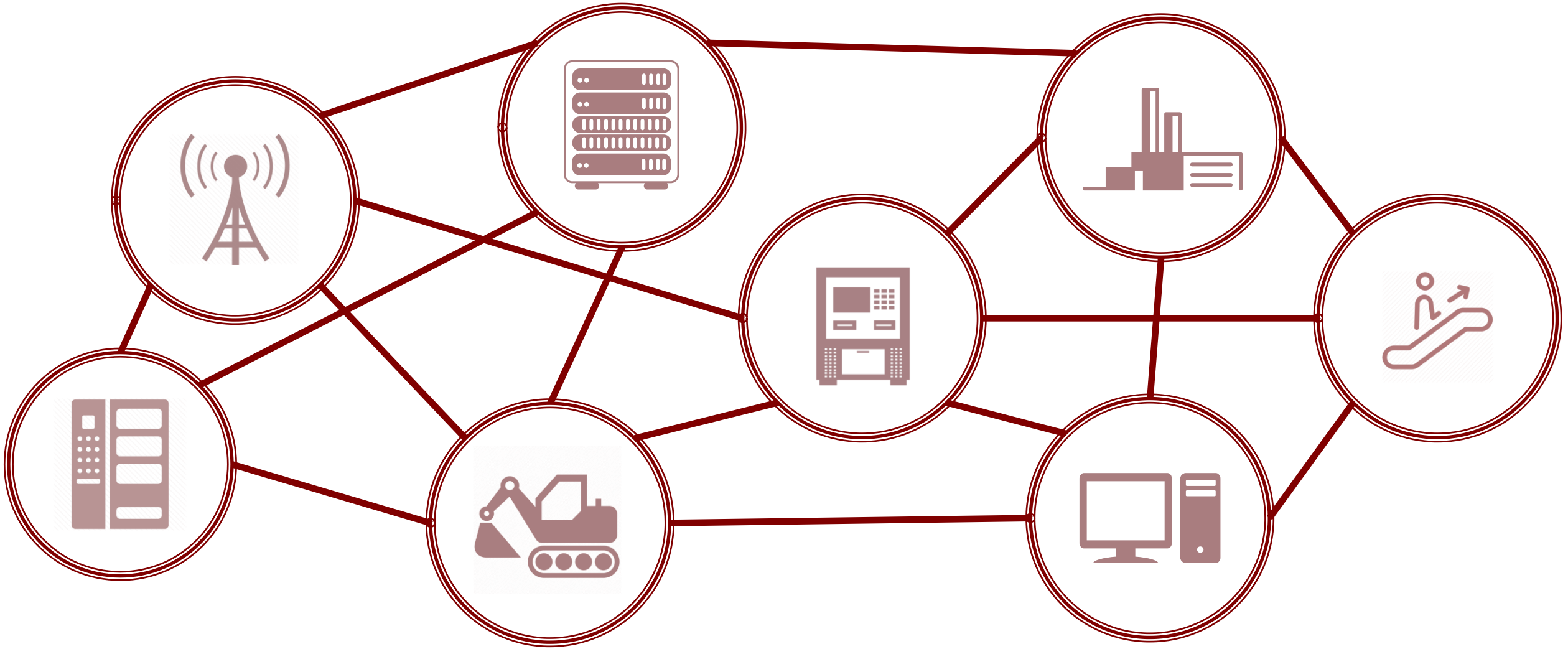
- Learn about ServiceNow Field Service Management and roadmap

What you will learn

- Challenges facing Service Operations and Field Service leaders
- Learn about ServiceNow Field Service Management and how we can help you run your Field Service operations better
- Discuss how the lessons may apply to you for your initiatives/projects

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We live in a world of interconnected “things”!



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And it is changing businesses and industries





Smarter Machines



Newer business models



Rising customer expectations

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Challenges To Delivering Superior Customer Service



57%

Connecting all service processes from the first contact to **permanent problem resolution**



56%

Too buried to address longer-term **strategic** issues



54%

Siloed and the various silos don't talk to each other



50%

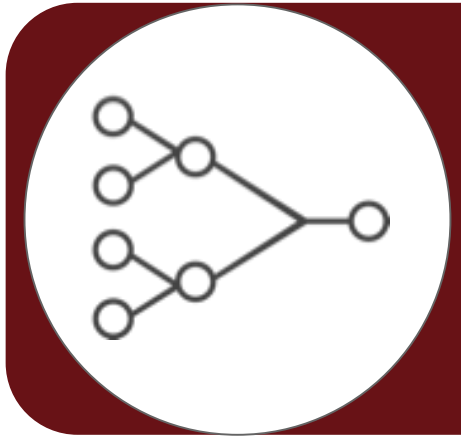
Lack of automation for customer service processes

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Why do you need Field Service?



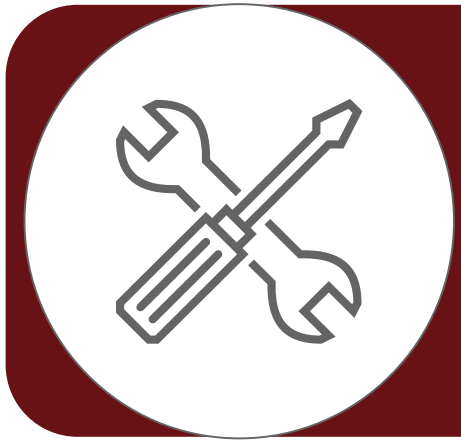
Customer Onboarding



Proactive Monitoring & Maintenance

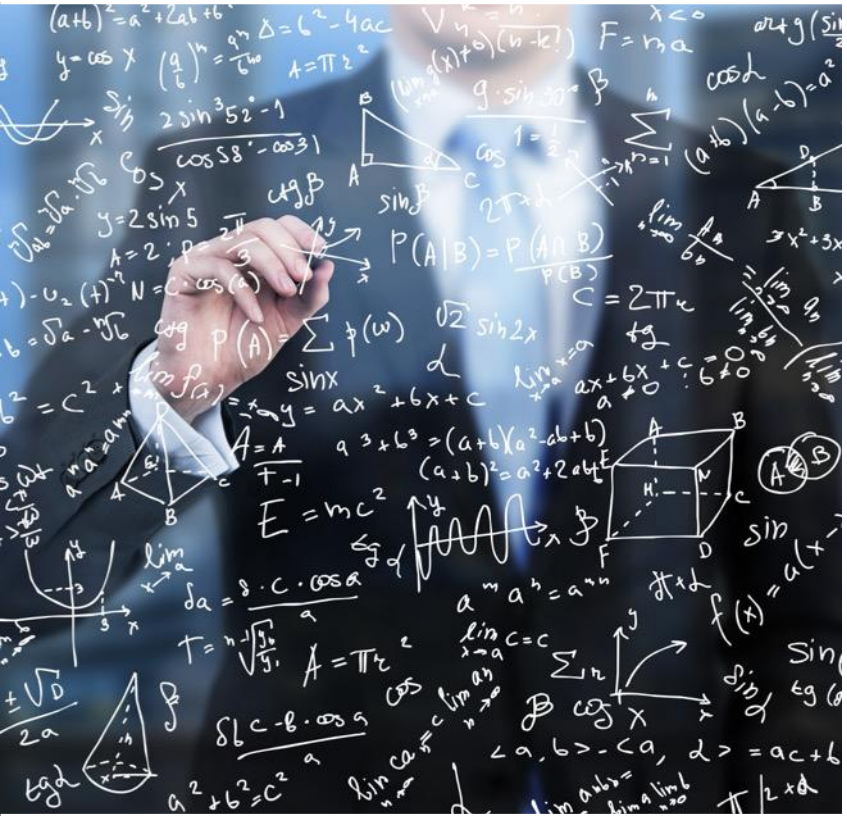


Planned Maintenance



Break-fix/ Repair

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COMPLEX

No process visibility

Inward, not customer focused focused

Non-strategic

DISCONNECTED

Multitude of systems

Non-integrated processes

Redundant steps

REACTIVE

Costly break-fix repairs

Asset downtime

Unpredictable

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Needs in a Service Economy



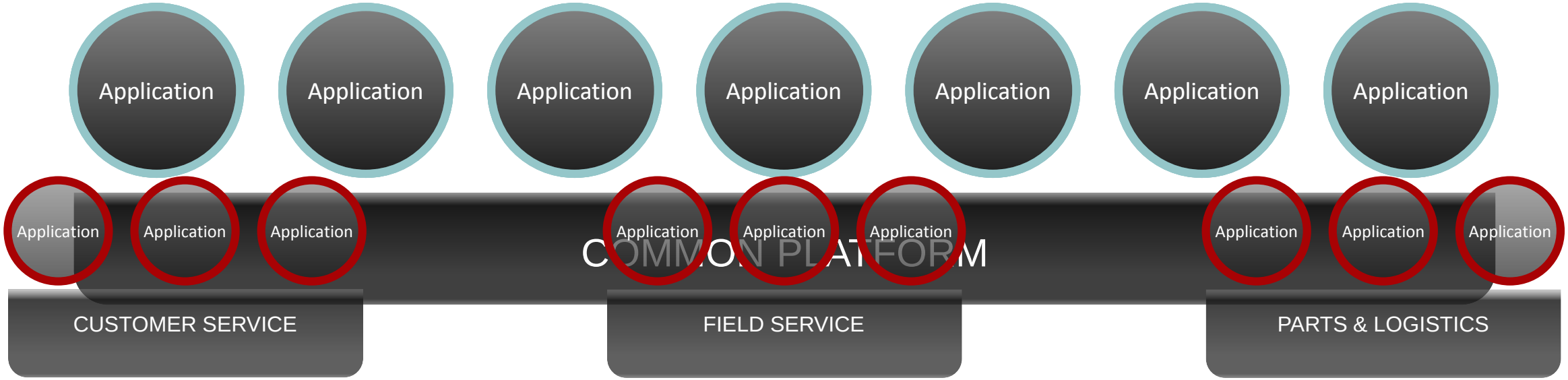


COMPLEX
DISCONNECTED
REACTIVE

EFFORTLESS
CONNECTED
PROACTIVE

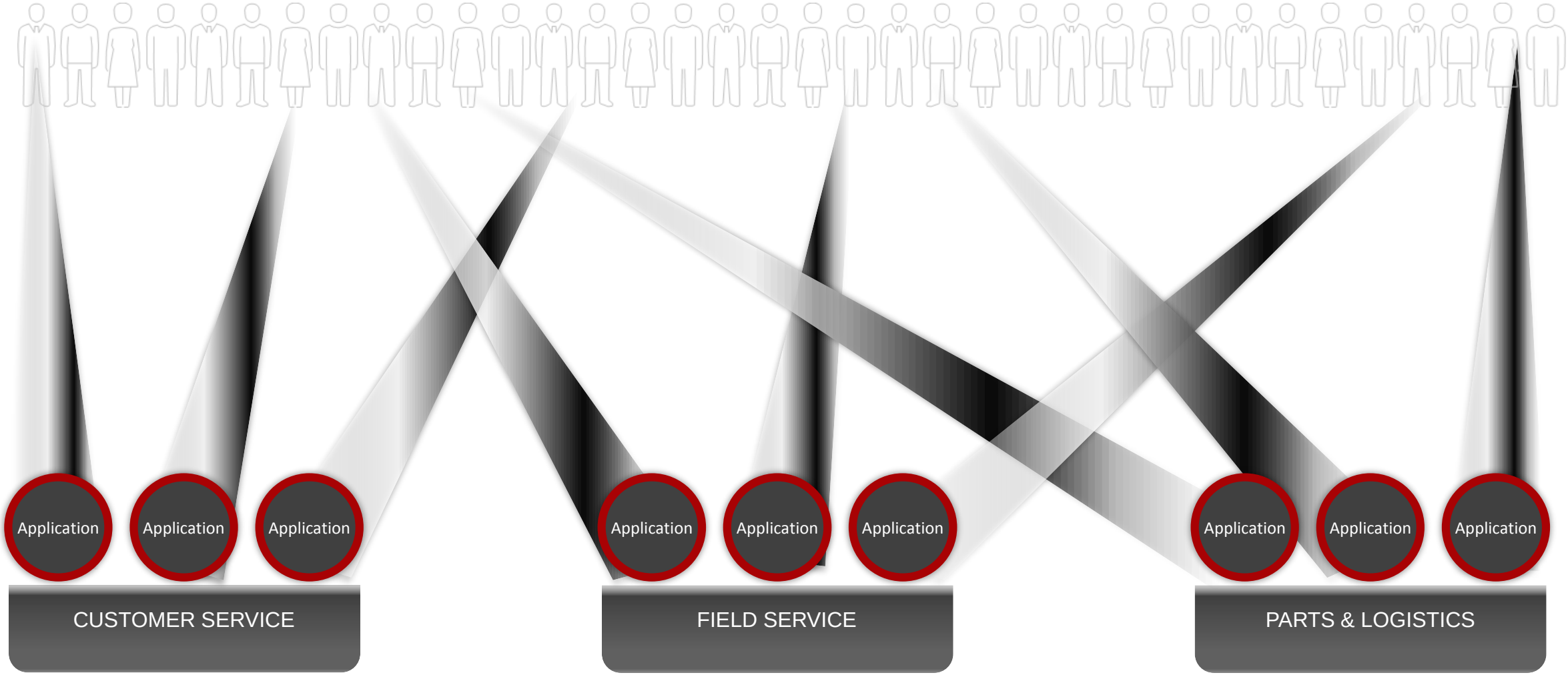
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Many Business Unit Level Platforms



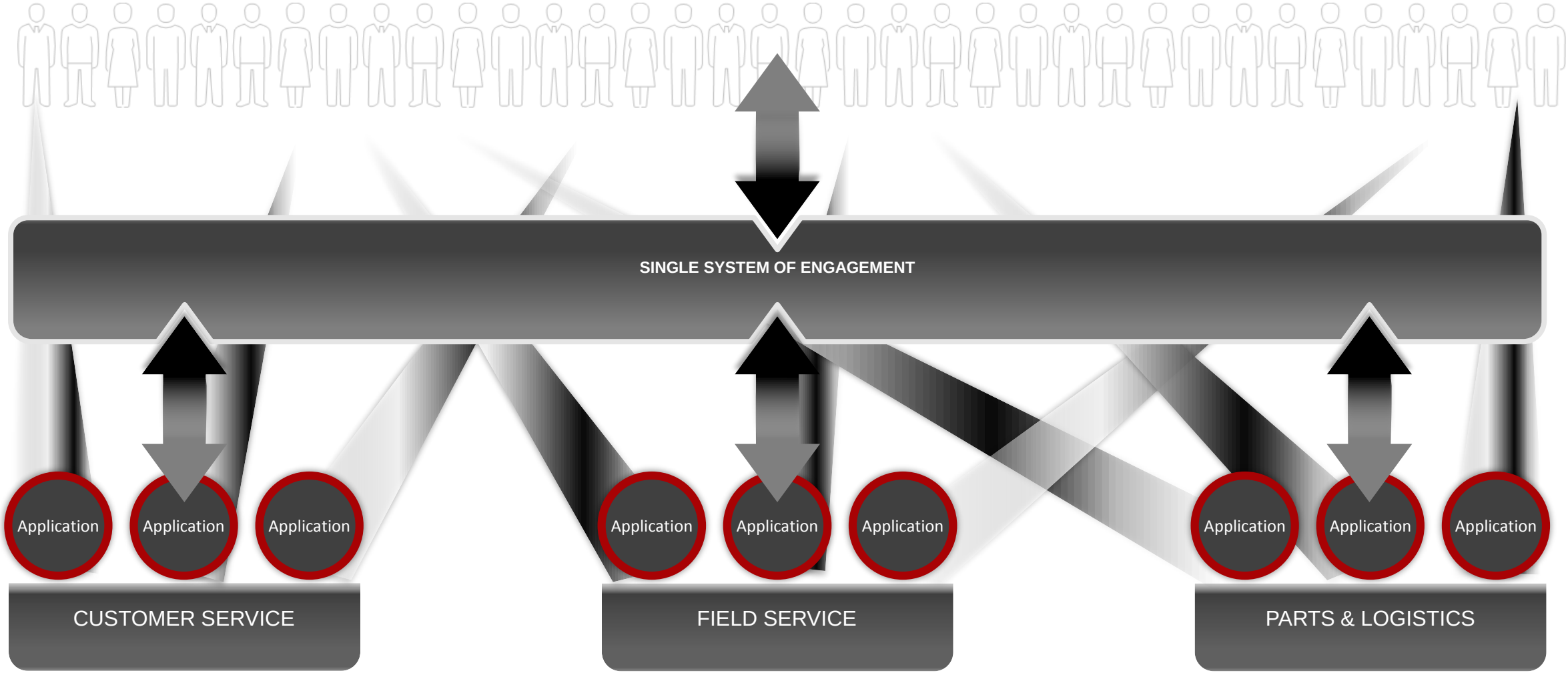
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Have led to inefficient processes and poor customer satisfaction



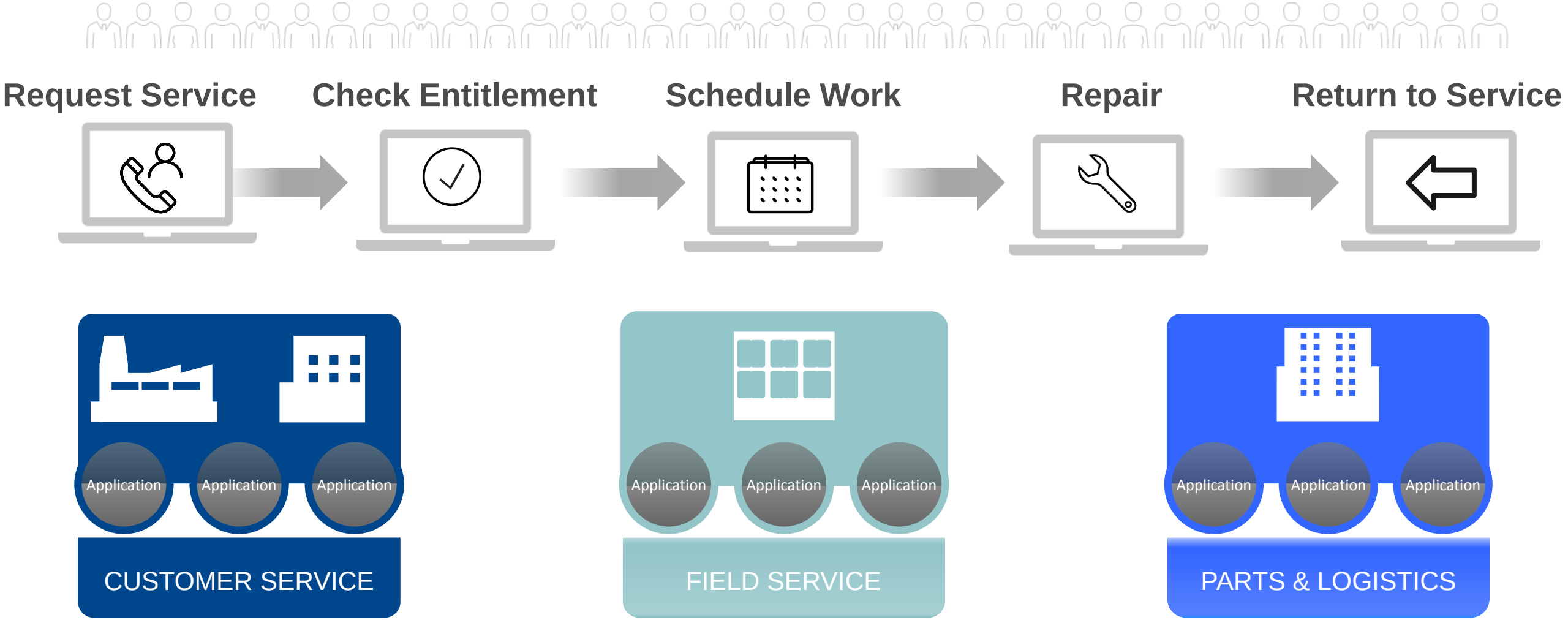
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A unified system is needed



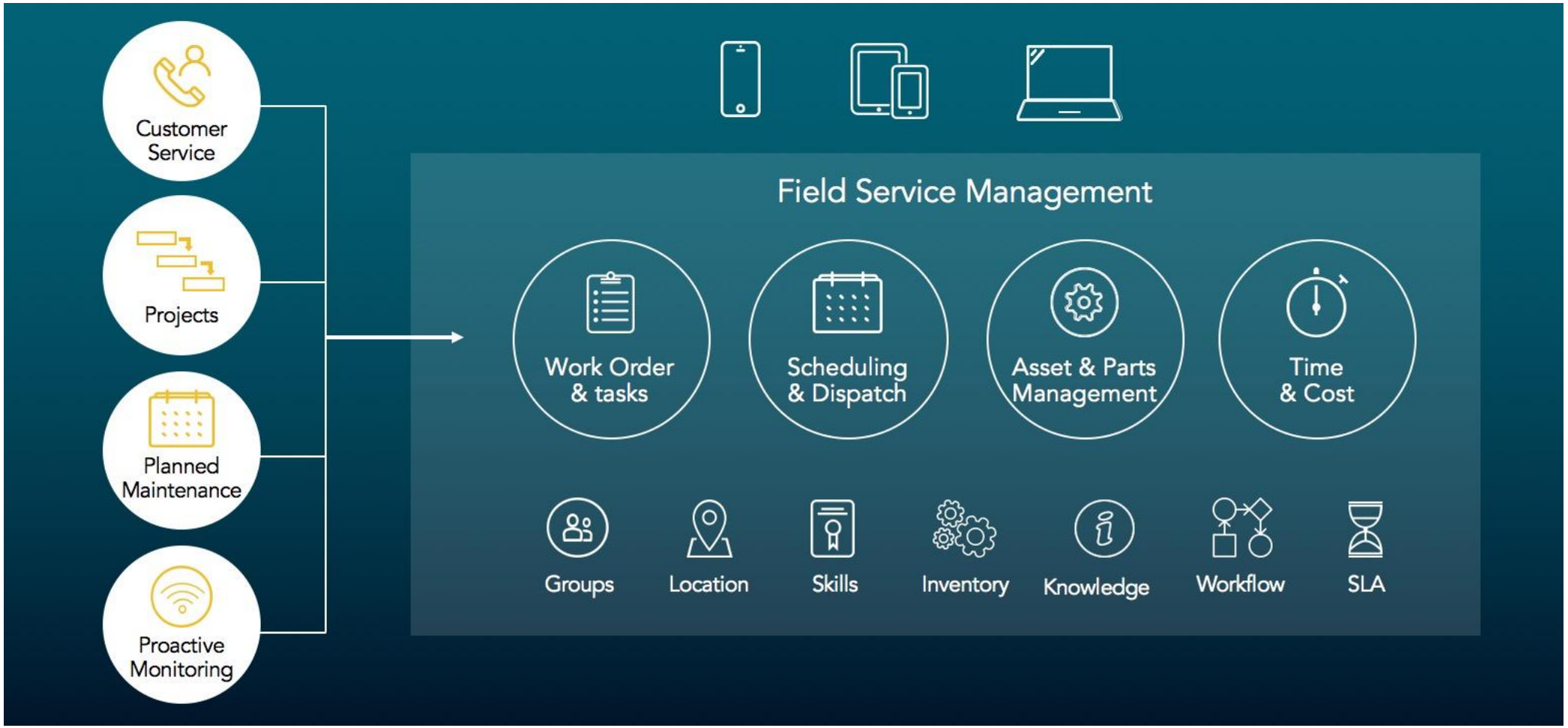
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Example: ‘We are experiencing an issue with some equipment’



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ServiceNow® Field Service Management



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Product Demonstration

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Business Customer George: A Proactive Experience



George @Boxeo

- Actively using Acme broadband router
- Receives notification from Acme regarding product recall
- Schedules Acme technician to replace router
- Acme dispatches technician to complete service

The Cast:

Dispatcher



Lisa @ACME

Technician



Teddy @ACME

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Field Service & Related Functions in ServiceNow

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Evolution of Field Service in ServiceNow

Field Service investments in last 3 releases

Helsinki

- **Central Dispatch** – semi-automated assignment of work order tasks with intelligent agent recommendation
- **Enhanced mobile experience:** Mobile app improvements for technicians
- **Proactive communications and agent alerts**
- **Improved asset usage and drop-off**

Istanbul

- **Technician calendar and scheduling:** Manage technician availability and time-offs
- **PPM Integration for long cycle work:** Manage customer onboarding and complex deployment projects and coordinate work execution with the field service teams
- **Signature pad and work order summary**

Jakarta

- **Dynamic Scheduling:** Optimize assignments and reassign work based on changing demand dynamically
- **Manager capabilities:** Manage team skills, view team calendar and locate technicians on a map
- **Questionnaires:** Define and associate set of questions to work orders to capture inputs
- **Time recording & Mobile calendar**

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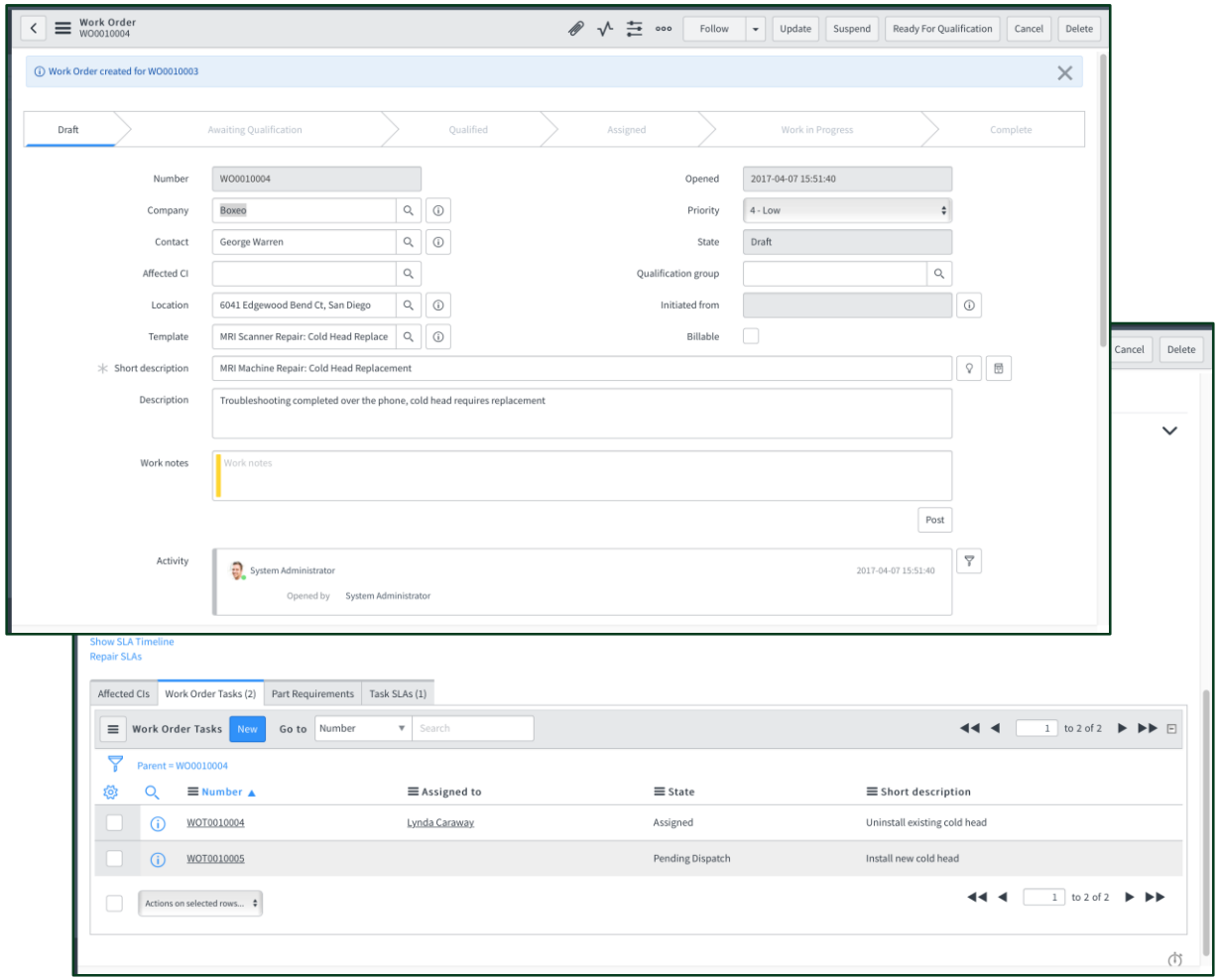
Product Highlights

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Work Orders & Work Order Tasks

- Easily create Work Orders as follow-up to incidents
- Work order templates to organize work into tasks, and simplify parts planning & dispatch
- Qualify work orders to ensure relevant information is captured prior to assigning
- Track work order tasks to completion, to complete the work order

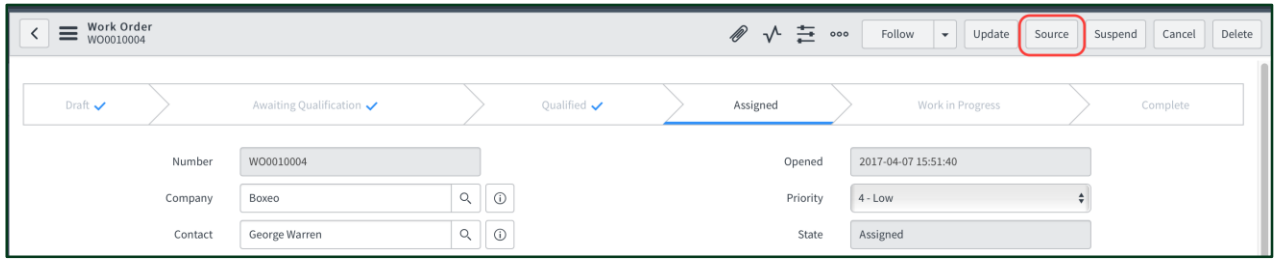
Better visibility into the end-to-end process
Standardization to ensure quality & consistency in service delivery

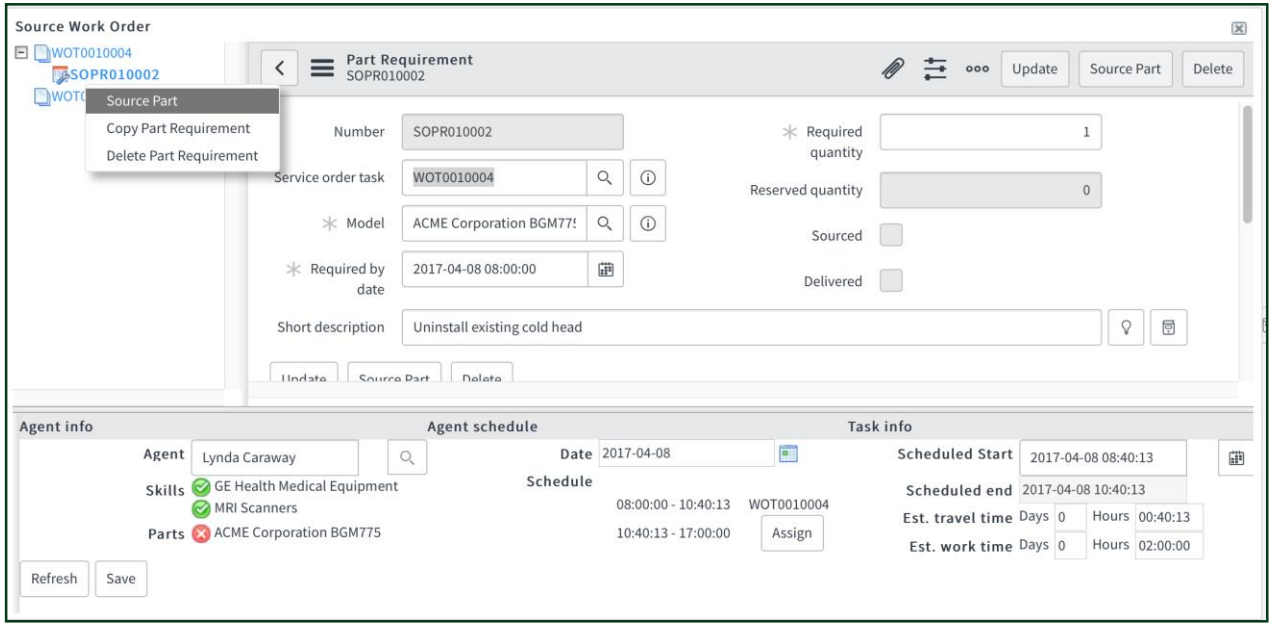


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Parts Requirements & Sourcing

- Create, copy, and delete part requirements as required for work order tasks
- Reserve or procure parts internally as well as from vendors
- View stock locations and stock levels, and transfer stocks as required





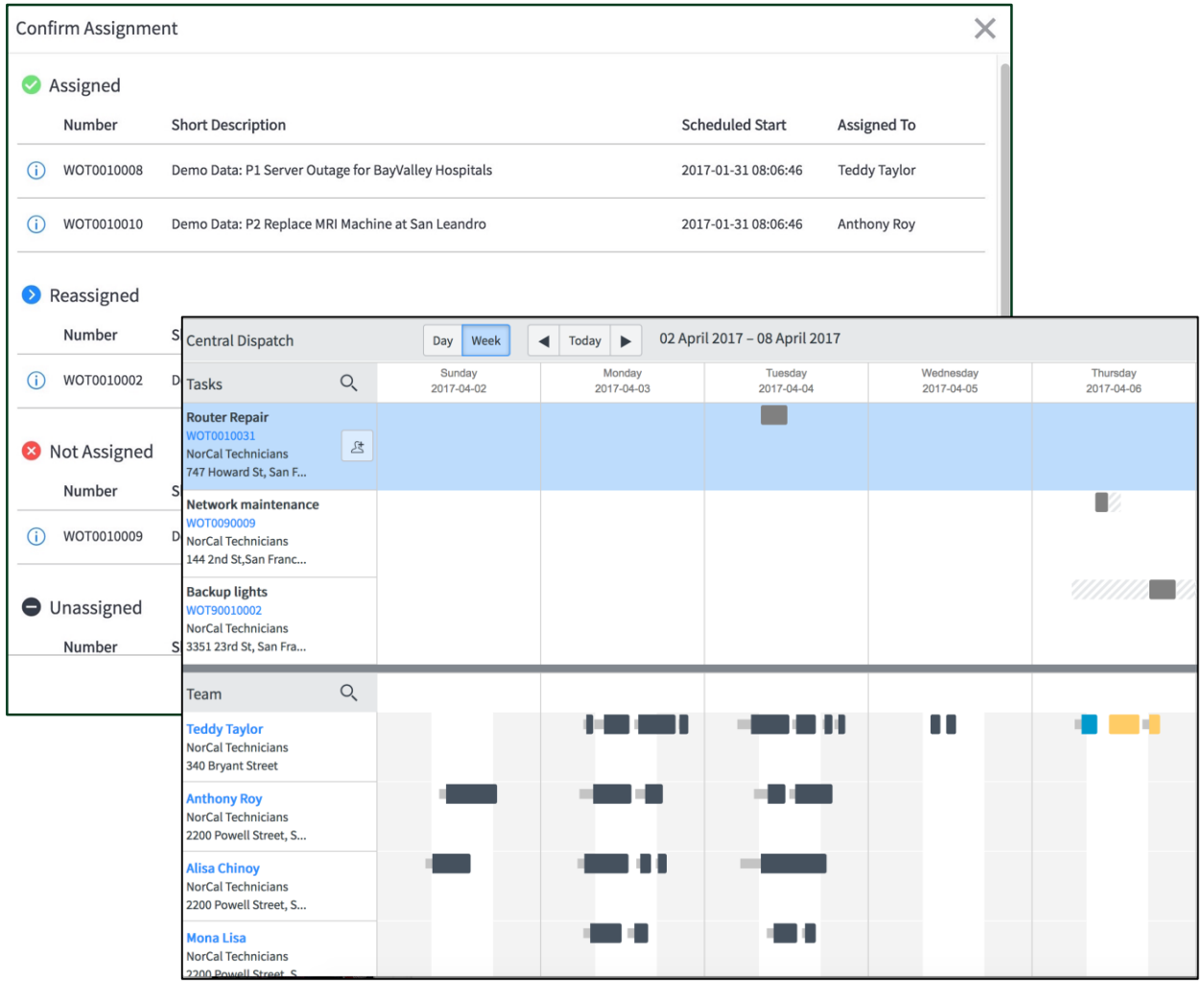
Integrated to parts management, ensuring right parts at the right place at the right time

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Scheduling & Dispatch

- Assign work order tasks automatically or manually to the best technician
- Leverage Skills, Location and Availability to determine right agent for the task
- Leverage Geo-location and map view to enable efficient dispatching
- Use dynamic scheduling to define prioritization and reassignment rules to optimize assignments

Increased resource utilization and productivity

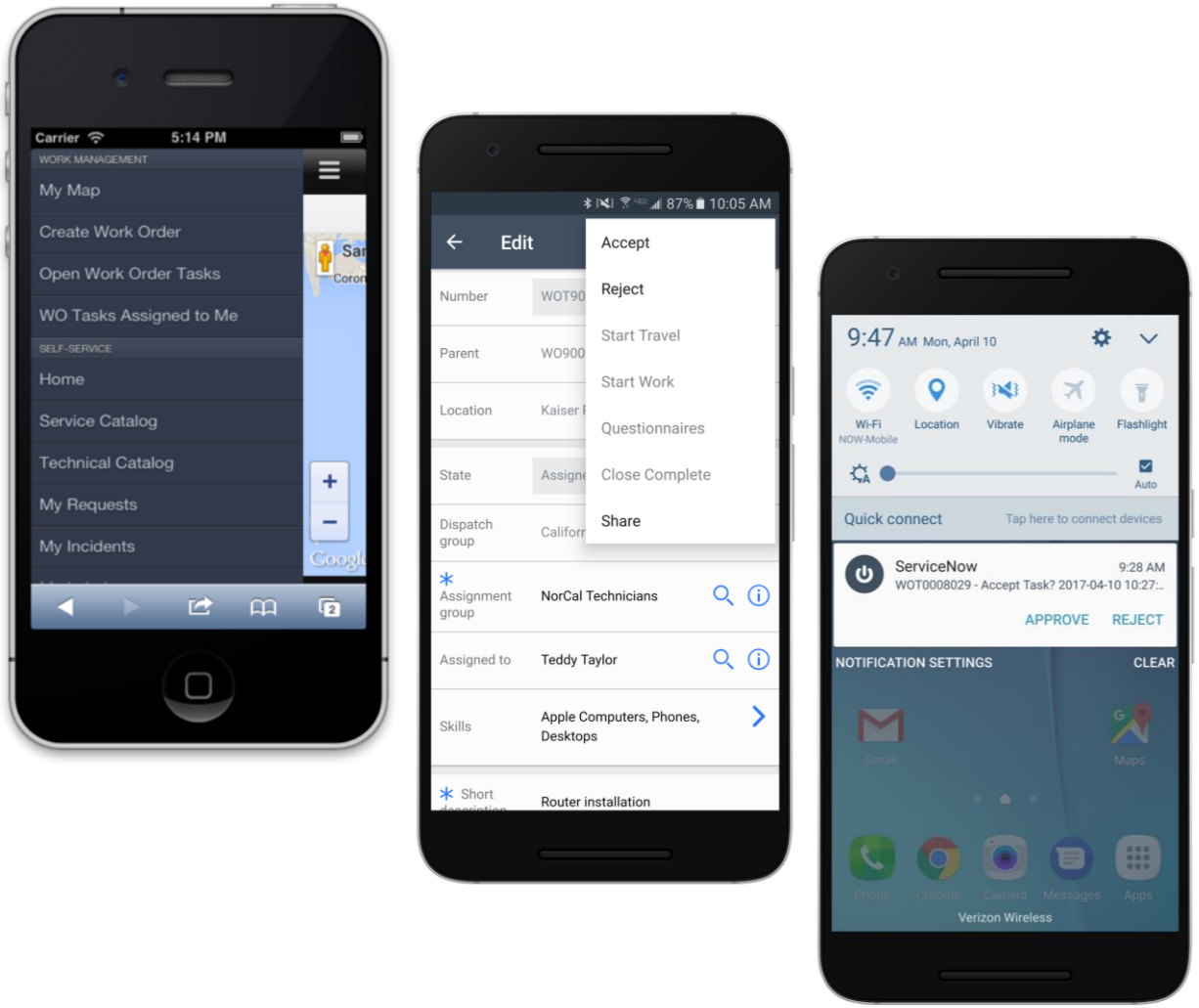


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Work Order Tasks & Execution

- Accept (or reject) and execute work order tasks
- Access and perform Work Management tasks from a mobile device.
- Track travel and work time
- Pick-up or return parts, and assets, and record asset usage
- Track incidental expenses

Improved usability and productivity by making relevant information accessible anywhere

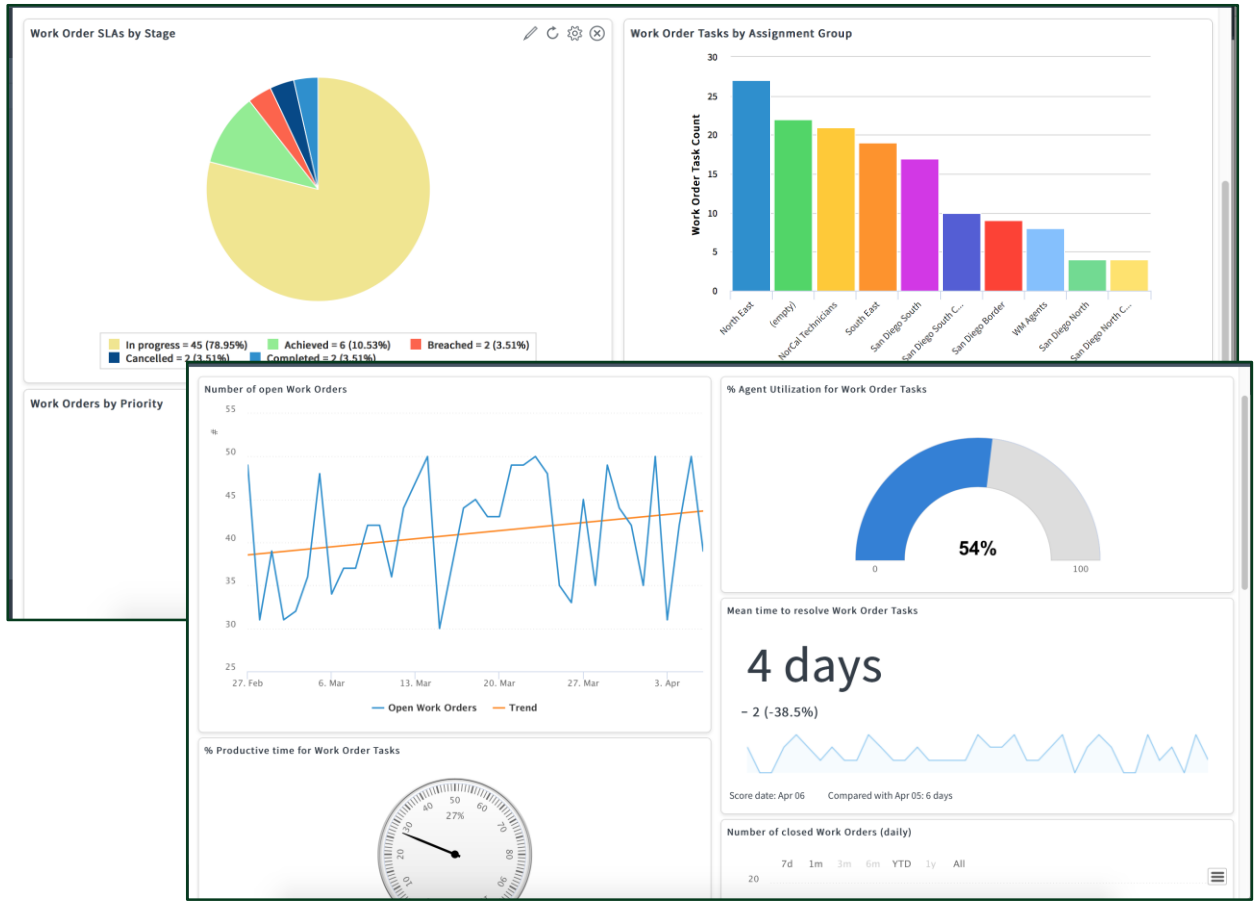


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Reporting, Analytics & Actions

- Leverage Performance Analytics to get deep insights into various performance indicators
- Analyze and improve average work orders completed, average time to completion, first time fix rates
- Service costs & contract compliance
- Asset related metrics – Mean time between failure, Mean time to repair

Deep insights on various dimensions of service process
Drive actions to improve quality & efficiency



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Related Functionalities

- Asset Management
- Skills Management
- Service Management
- Process Flow Formatter & State Flows
- Project Management
- Mobile access

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Top Takeaways

1

In today's service economy, Field Service can be leveraged to differentiate your business from competition

2

An integrated solution on a unified platform is required to run your Field Service operations efficiently

3

Think beyond break-fix. Customers expect proactive services that ensure outcomes

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Thank You

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Q & A

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