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WORK at LIGHTSPEED™

Applus:
Field Service with ServiceNow and Mobile Reach

MARTIN BARCLAY
DIRECTOR, PRODUCT MARKETING
ServiceNow

NEAL RATNER
MANAGER, BUSINESS INNOVATION SYSTEMS
Applus

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Agenda

- Introduction & Objectives
- The Power of Three: Better Field Service
- Applus RTD: Field Service Management for Energy & Power
- Q&A

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Speaker Introduction



NAME: Martin Barclay

TITLE: Director, Product Marketing – ServiceNow Store

FUNCTION: Store, Partner, and App Marketing

COMPANY: ServiceNow

EXPERIENCE: 20+ years product marketing and management at tech companies large (IBM, US Robotics) and small (Ubiquity/acquired by Avaya; Telera/ acquired by Genesys)

EXPERTISE: Enterprise and consumer app stores; platforms; developer and partner ecosystems

ACHIEVEMENTS: Product manager for first telco-scale production VoIP deployment in the U.S. ; marketing lead for largest ever global developer competition ($10M Calling All Innovators – Nokia Symbian/Qt)

CURRENT PROJECTS: Evangelizing the value of NOW® Certified apps from the ServiceNow Store; CreatorCon Challenge, CreatorCon Developer Theater, Global PartnerNow Summit: Platform, App Dev, & Store track

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Session Overview



Objectives

- Showcase an innovative, multi-faceted non-ITSM customer use case
- Understand all of the app options available to you with the Now Platform

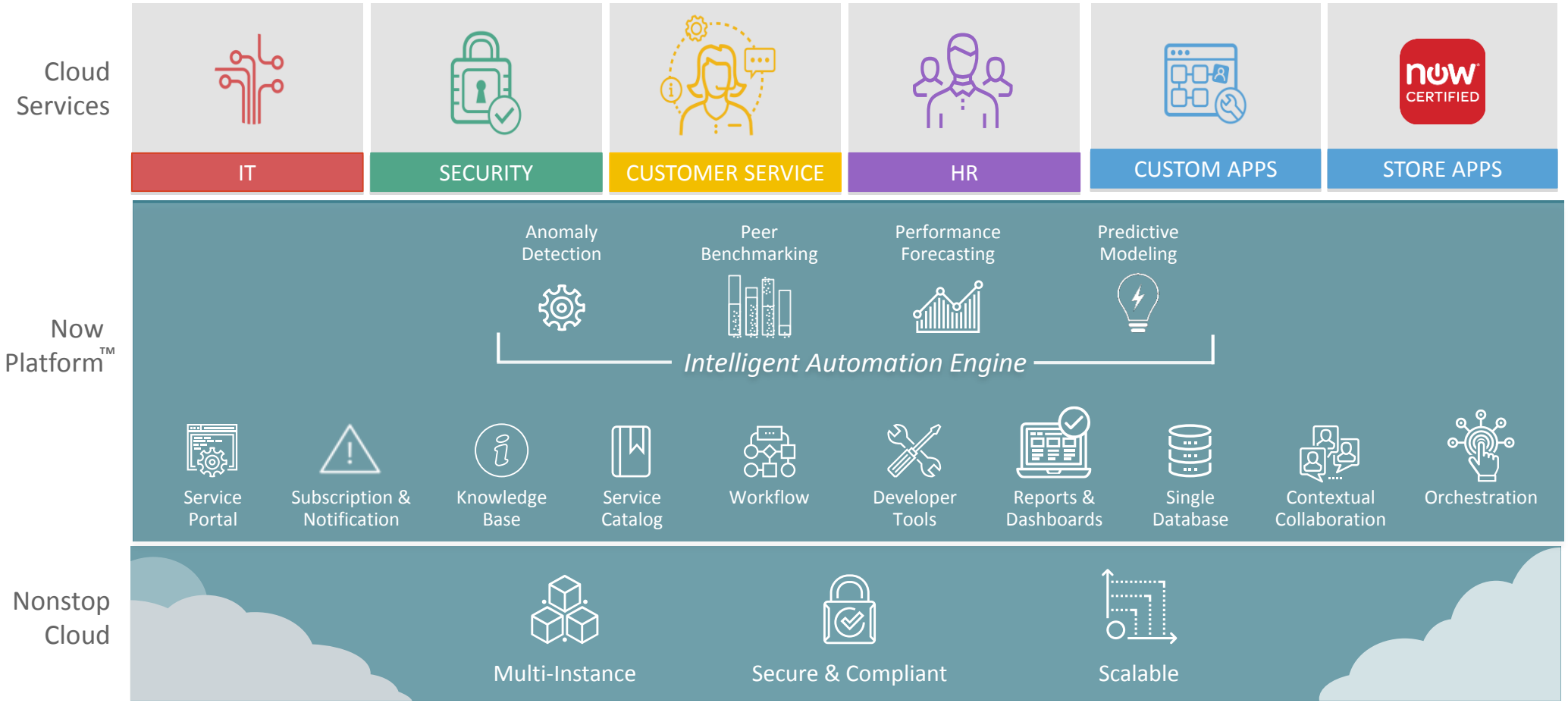


What You Will Learn

- Why a platform approach is superior to point solutions/tools
- How to architect a strategic FSM solution with the ServiceNow System of Action

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Apps: Three Sources



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Top Takeaways for Better Field Service

1

ServiceNow CSM & FSM apps

2

Custom Scoped Apps

3

Mobile Reach (store.servicenow.com)

Now Platform™

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Thank You

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Field Service Management for Energy and Power

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Session Overview

- Meet the Team and learn about the Initiatives
- Architecture review
- Application Overview and Functionality
- Scalability and Flexibility
- Q & A

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Speaker Introduction



NAME: Neal Ratner

TITLE: Manager – Business Innovation Systems

FUNCTION: DevOps, Developer, Architect, Data Science

COMPANY: Applus

EXPERIENCE: 20 years IT Infrastructure, 10 years Software Development, 8 years Data Science

EXPERTISE: Disruptive Technology, DevOps, Data Science, User Experience, Business Improvement, Training

ACHIEVEMENTS: Launched first mobile inspection applications for NDE Inspection. Developed and implemented large scale Electrical Inspection program for Fortune 100 company. Migrated thousands of classrooms and training centers to interactive technology.

CURRENT PROJECTS: Mobile Inspection Initiative for large scale NDE Workforce, Asset Management, Data Science Initiatives

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My Company



NAME: Applus+ Energy & Industry Division

INDUSTRY: Testing, Inspection, and Certification (TIC)

MARKET FOCUS: Providing solutions for Customers in several industries to ensure their assets and production meet quality, health, safety, and environmental standards and regulations

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Non-Destructive Testing (NDT), Inspections, Testing and Analysis, Engineering and Consulting

COMPANY-WIDE INITIATIVES: Responsiveness to Customers/Partners/Industry, Speed of development/deployment/quality, Safety, Cost efficiency

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Definition of NDT

"The use of noninvasive techniques to determine the integrity of a material, component or structure or quantitatively measure some characteristic of an object. "







NDT for Energy and Power

- Inspection of Pipelines
- Inspection of Plant and Refinery Equipment
- Preventative Maintenance Inspections
- Condition Based Monitoring

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Project Initiatives and Environment

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External Challenges

- Customers, Contracts, and Consumables...oh my!
  - Thousands of Customers
  - Multiple contracts per Customer spanning geographic regions, business units, and departments
  - Hundreds of Service Line items per Customer per Contract
  - Non-standardized invoicing procedures

- Voice of Customer
  - Fluctuation in the Energy and Power Industries
  - Compliance with regulatory and local, state, federal codes
  - Standardized reporting
  - Faster report time-to-delivery

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Internal Challenges

- Corporate Infrastructure
  - Multiple legal entities throughout North America
  - Determine standardized or similar processes for the entire region
  - Push for analytics and efficiency

- DevOps Infrastructure
  - Push for Best Practices in Development including Agile, Version Control, Documentation
  - Limited number of developers
  - Corporate IT alignment

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Project Goals

- Objectives
  - Standardize inspection and work report process for North America
  - Improve Voice of Customer
  - Enable a large scale mobile workforce to create work reports, enter time and expenses.

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Session Overview



Objectives

- Show how we architected and built a strategic FSM solution on ServiceNow infrastructure



What You Will Learn

- Expand the power of your workforce with functionality of ServiceNow FSM and CSM
- ServiceNow is not just an ITSM solution
- Why Scoped Applications might fit your needs and improve your User Experience
- ServiceNow Development Best Practices

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Architecture

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Integration

Payroll

LDAP

ERP

ERP

MID Server

Analytics & Dashboards

Data Warehouse

ServiceNow Core

CSM

FSM

Time

PPM

CMDB

Service Catalog

Application Scope

Field Force

CNDE

HSE

User Interface

servicenow

MobileReach

Field Force Forms

Inspection Forms

HSE Forms

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"Application scoping protects applications by identifying and restricting access to application files and data."

"Application Scope." Docs.ServiceNow ServiceNow 2017 Web 27 April 2016 <https://docs.servicenow.com/bundle/istanbul-application-development/page/build/applications/concept/c_ApplicationScope.html>

Benefits of Scoped Applications

- Allows focused process and enhances User Experience
- Minimizes ACL configuration
- Simplifies the ability to create versions specific to Business requirements
- Easier to manage than Domain Separation
- Maintains integrity of Global Scope applications
- Cross-scope communication
- GitHub Integration

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Expanding Functionality

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Project Planning

Phase I

- Work Reports
- Time Entry
- Expenses

Phase II

- NDT Inspection
- Integration with Phase I

Phase III

- HSE Forms
- Integration with Phase I & Phase II

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Build→Measure→Learn→Repeat

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Learning Along the Way…

1. Our original implementations were in Global which was only good for one application and did not scale.
2. ServiceNow is extremely flexible, so much so that best practices in development can often be overlooked.
3. Extending “Core” applications and tables is not a “one size fits all solution.”
4. Field Service Management is still a niche market and no solution fits perfectly “out of the box.”
5. When and how to apply configuration vs. customization.

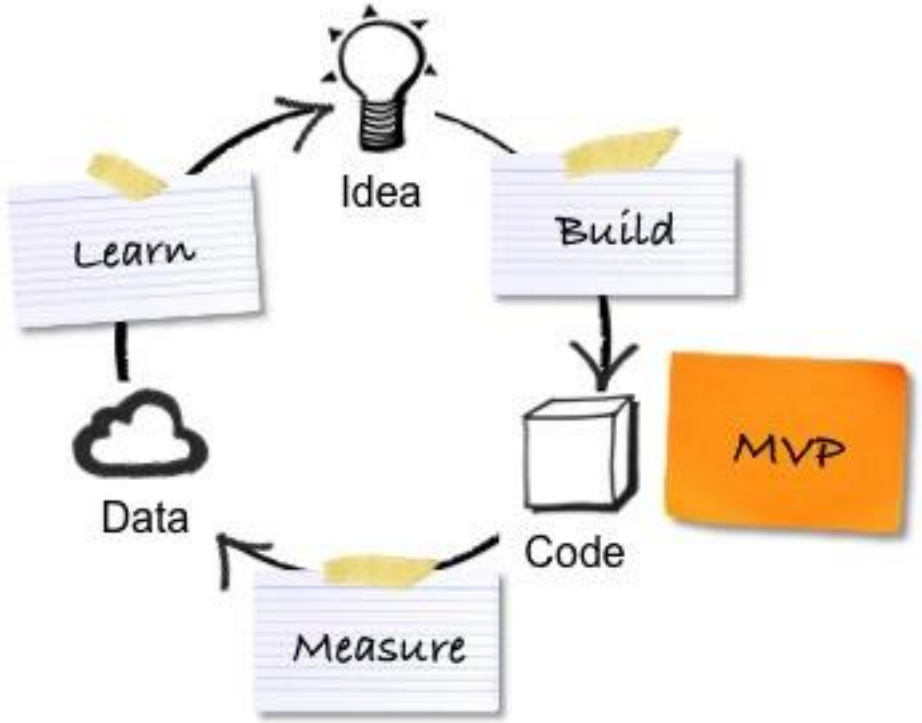
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Agile Approach

GENCHI GENBUTSU

GOING WHERE THE WORK HAPPENS





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Top Takeaways

1

ServiceNow

It’s not just for ITSM anymore

2

Platform Strategy

Design Pattern

Road Map

3

Scoped Applications

Improves UX

Simplifies Security

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Thank You

SPOS132357 - Field Service Management for Energy and Power
1:30 pm – 2:20 pm

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