



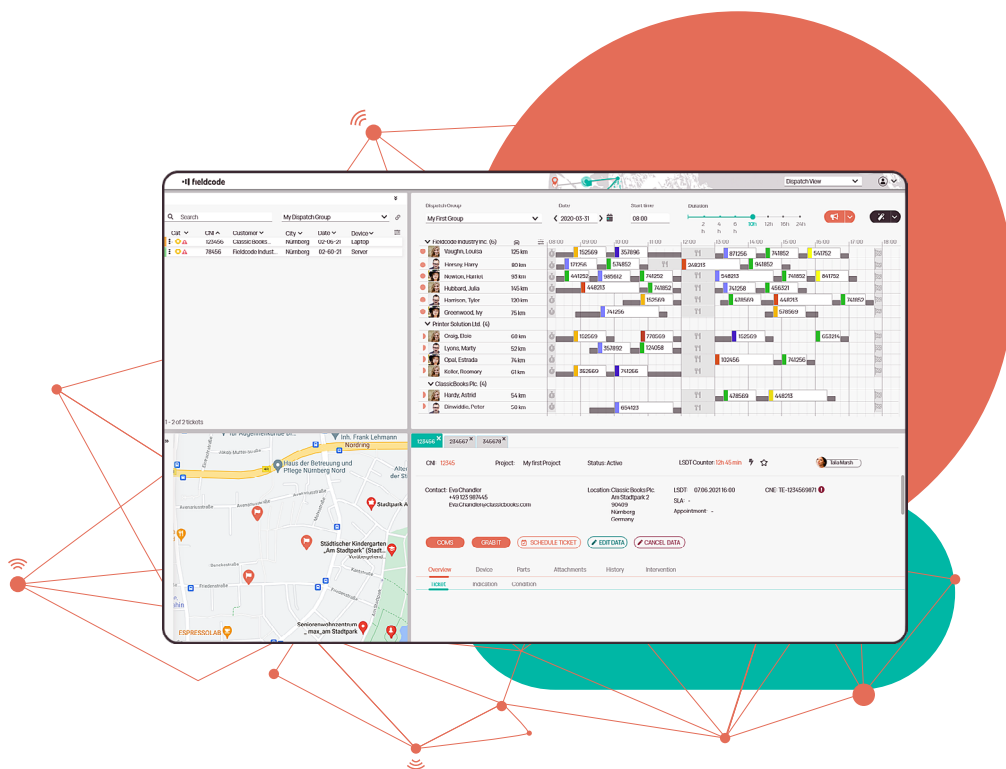
USE CASE

# Next-gen Field Service Management software for the manufacturing industry



A Field Service Management solution facilitates the planning, optimization, and dispatch of different tasks to teams working on assets in the field or in a remote production plant

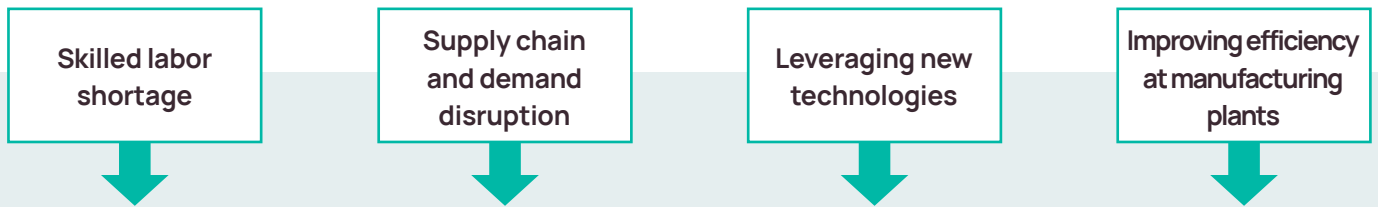
# Overcoming the challenges in manufacturing with industry-leading Field Service Management software



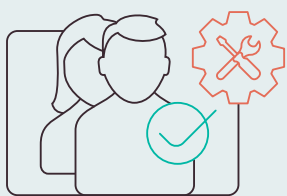
The manufacturing landscape today is dealing with restrictions and complex asset management. Organizations are facing major challenges when it comes to carrying out tasks within workforce management and planning, and in particular within critical asset maintenance. **Customers set strict SLAs as they can't afford unplanned downtime, and manufacturers are expected to closely inspect and maintain critical equipment and machinery at all times.**

# The challenges in industrial manufacturing

For manufacturers, driving revenue is strongly depending on selling products, providing or subcontracting services such as repairing and installing industrial equipment. **Removing any friction within services is key in order to correspond to the rising customer expectations.** The implementation of a solid FSM software solution is necessary as it helps manufacturers deal with on-site plant inspections, maintenance activities, and emergencies that need to be scheduled and dispatched to field workers on a regular basis.



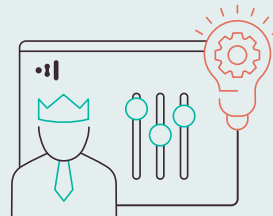
## Smart industrial operations management with advanced FSM software



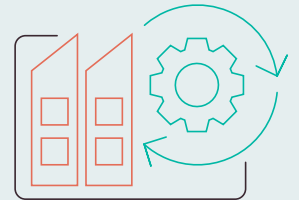
Increase workforce productivity and skills



Increase communication flow

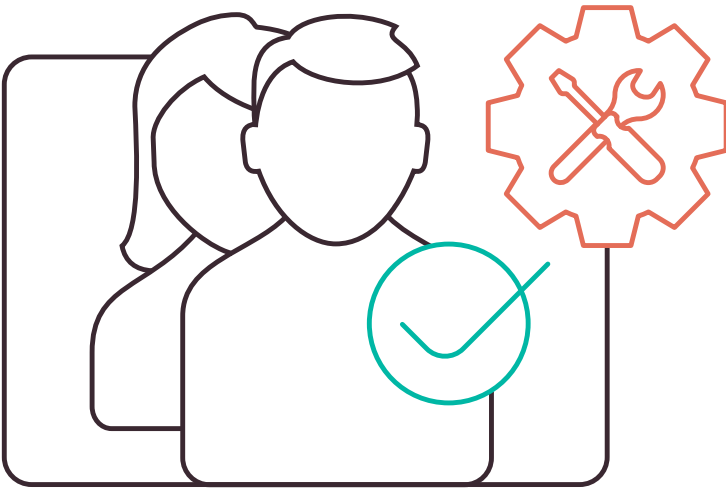


IoT-based machine monitoring



Reduce downtime with smart automation

# Tackling the skilled labor shortage by increasing productivity and skillset of existing workforce



Although automation and robotics are minimizing the labor gap, human resources are still necessary to analyze and solve problems as well as manage outputs. With the baby boomer generation entering retirement, the manufacturing industry is facing an imminent labor shortage. By investing in a knowledgeable workforce and maintaining high levels of training, manufacturers will remain ahead of the competition. With Fieldcode FSM solution organizations are able to:

- Equip field engineers with the right mobile tools and dispatchers with modern scheduling platform
- Schedule personalized trainings based on performance data
- Ensure the appropriately licensed and certified labor resources are scheduled to job sites equipped with the necessary tools

# Efficient supply chain management and inventory tracking

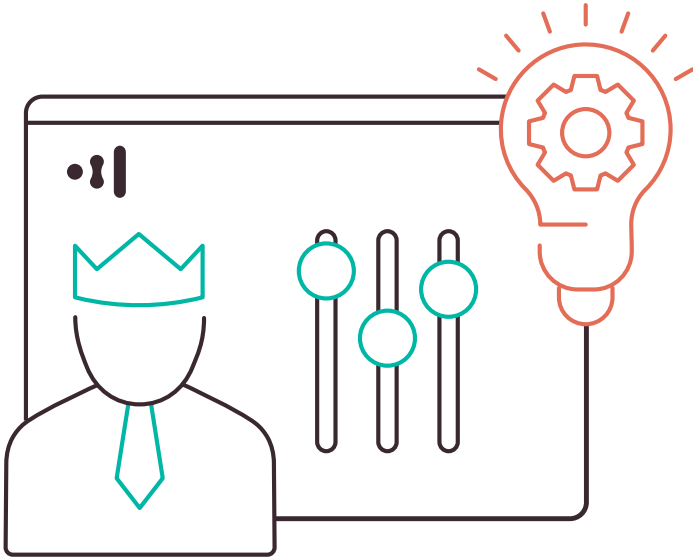


Today, many manufacturers struggle with forecasting future demand and even manage their inventory tracking manually. The main problem is the lack of advanced reporting tools that allow them to estimate sales volume and other needs in the next few months or the following year.

As a result, they fail to meet the market demand and consequently suffer from lower sales. By streamlining inventory tracking with help from a software solution, they avoid inaccuracies, mis-stocking, and unforeseen damages thanks to:

- driver location tracking
- route optimization
- real-time stock updates
- digital first tools for minimal paperwork

# Staying ahead of competition by leveraging new technologies

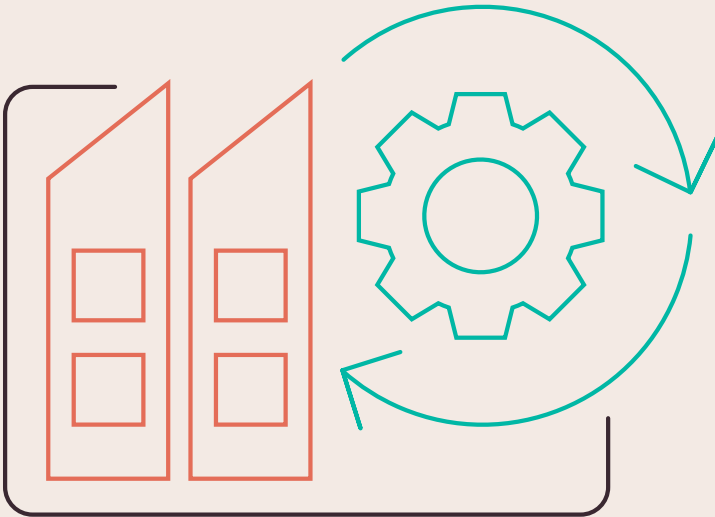


Automation is getting embedded deeper into daily business operations, and most manufacturing companies struggle to keep up with this. **The Internet of Things (IoT) market is expected to grow massively until 2028 at a CAGR of 25.4%.**

Fueled by 5G connectivity and advances in sensor technology, smart manufacturing will see opportunities to drive growth, boost productivity, enhance product quality, reduce costs, and spearhead project management.

Data sensors can be implemented on most machine types and permanently monitor their state. In this way, they can trigger actions based on the data signals. For manufacturing organizations, this allows to predict upcoming issues and react before these turn into emergencies. An early maintenance will help to prevent the machine breakdown and eliminate costly emergency calls.

# Improving efficiency at manufacturing plants with automation



Manufacturers have been traditionally looking to become more efficient and cut costs at their plants. Many of them even decide to sacrifice the product quality in order to achieve that, not realizing this will only reduce their profitability in the long-term.

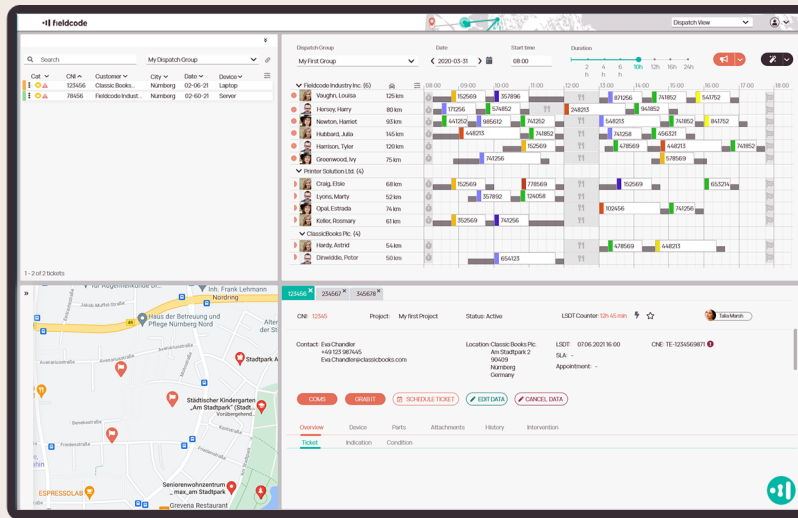
By investing in automated FSM software they can schedule maintenance cycles and regular activities for their managed assets. For example, with the Fieldcode solution, they can even create fully automated events depending on a specific schedule or in accordance with maintenance contracts.



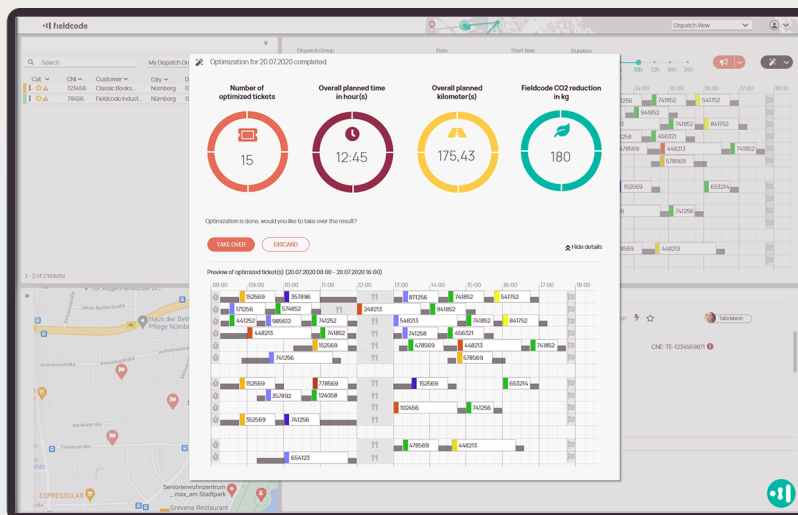
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Users have access to information from the field and can pull customizable reports on manufacturing systems and individual asset service issues

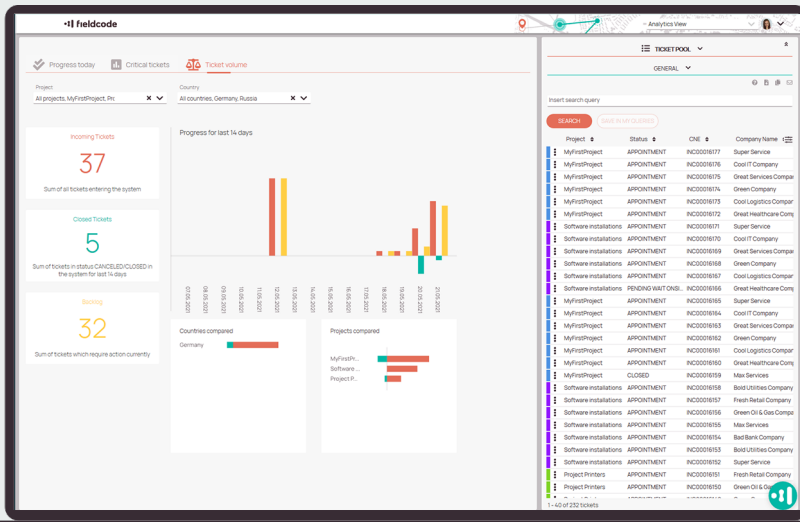
# The Fieldcode solution provides end-to-end field service management capabilities with automation in their core



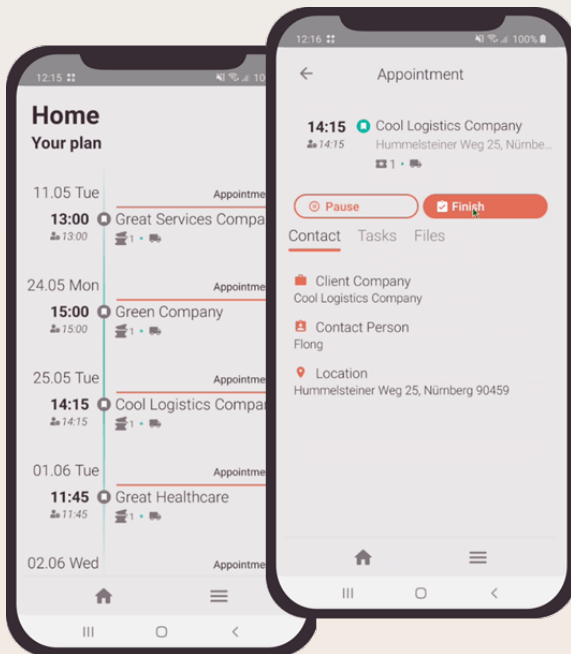
→ Automated dispatching means fewer dispatchers are required for managing the logistics of technicians in the field with features like high-end multilayer disposition, optimized route planning, and no-touch ticket assignment.



→ The Fieldcode optimizer function allows optimization of manually planned routes based on mileage, worktime, SLA compliance and even real-time traffic data.



→ **Customizable dashboards** will improve your KPIs with instant alerts. Analyze data in real-time down to the technician level in one view. Constantly **increase productivity and quality** within your team based on the insights gained.



→ **The Fieldcode mobile application** is a powerful tool for engineers on the field. The app assists them in their **daily field service assignments and reporting**. Both **work orders and ticket status** are tracked even offline while complete **spare parts documentation** is available.

# Our customers' metrics for success

By automating their service processes and driving maximum efficiency for technicians, dispatchers and back-office teams, our customers have been able to achieve key goals:



\*Average Fieldcode customer results



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