



FACT SHEET

FIELD SERVICE THAT CONNECTS YOUR MOBILE WORKFORCE TO CUSTOMERS & BACK OFFICE

Future-ready field service for enterprises of tomorrow with no additional spend on annual CPQ product licenses, 25% accelerated time-to-value (from planning to go-live), and higher operating margins.

CHALLENGES & OPPORTUNITIES

Digital field operations for superior CX and enhanced service levels

Field operations have evolved over the past several decades, keeping pace with changes in technology and evolving business challenges. However, such operations are plagued with issues such as difficulty gauging demand effectively, a lack of automation/digitization, and poor CX.

A plethora of disconnected touchpoints in the service lifecycle, coupled with poor working relationships between mobile/back-office teams and lack of processes, often results in multiple unnecessary site visits. Even today, work orders are created manually due to the lack of standardized task catalogs. Field technicians rely on manual and time-consuming ways for generating quotes requiring numerous interactions between various teams and stakeholders.



This has resulted in poor CX, as the customer must be present on multiple site visits, and they are forced to accept the loss of revenue while waiting for their non-functional equipment to be repaired.

In addition, legacy field service applications are unable to cater to the demands of modern enterprises for:

- Automated quotes and invoices for services and products onsite at client locations
- Auto-generated work order completion customer signature via auto-generated email
- Automated customer satisfaction surveys or follow-ups on additional services
- Proactive asset management with the help of IoT and AI
- Transparency in purchase orders or credit card processing

Modern enterprise applications such as Salesforce can help alleviate these problems. According to [McKinsey](#), recent technology advances in field operations have resulted in:



10-40% lower cost



20-30% improved productivity



5-20% reduction in repeat visits



5-30% travel time reductions

ABOUT APEXON



6000+ Digital Experts



Headquartered in Silicon Valley



25+ Accelerators and Solutions



Labs for Co-Innovation



20+ Global Locations



ISO9001 and ISO27001 certified



HIPAA compliant



Salesforce Crest Partner

OUR SOLUTION

Apexon Field Service Accelerator, Embrace the Coming Evolution of Field Services

Apexon's pre-configured Field Service Accelerator based on Salesforce Field Service can transform field service operations and bring efficiencies to equipment repair and maintenance operations in various industries such as manufacturing, healthcare, logistics, energy and utilities, telecom, etc.

Here are some of the accelerator capabilities:



Empowers business users to manage resource rate cards and equips them with flexible and customizable pricing for dealing with business uncertainties



Enables accelerated generation of pre-work service quotes at onsite locations with a few clicks



Provides a seamless quote-to-cash process



Facilitates automated generation and easy sharing of invoices



Opens new revenue streams for enterprises by allowing mobile workforce to upsell and cross sell offerings while executing work orders



Offers integration with 3rd party payment gateways resulting in simplified payments

OUTCOMES WE DELIVER



~25% faster time-to-value (from planning to go-live)



\$0 - investment required to purchase additional CPQ product licenses



~\$25,000 savings in one-time implementation cost



Annual savings from optimized operations



Improved customer experience and loyalty resulting in additional revenue streams from upsell and cross-sell opportunities



Accelerated quote-to-cash process with simplified invoice generation, quote generation, and integration with payment gateways



Enhanced transparency with real-time insights on total cost; internal vs external labor rates, actual vs list price on products, planned vs actual costs, etc.



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