



FieldServ™

Field Service Management Solution

Birlasoft FieldServ™ is an **end-to-end Service Management Solution** to manage on-field and off-field service life cycle using mobile. The solution focuses on management of service orders, scheduling of technicians, spare parts consumption, and expense tracking. FieldServ **supports multiple scenarios** including field **inspection, audits, and site maintenance**. It enables users to raise service requests and track the execution of those requests in real time.

Improve Workforce Productivity 	 Enhanced Customer Experience
Optimized Service Delivery 	 Serviceable Asset Uptime
Visibility of Field Operations 	 Improved Order to Cash Cycle

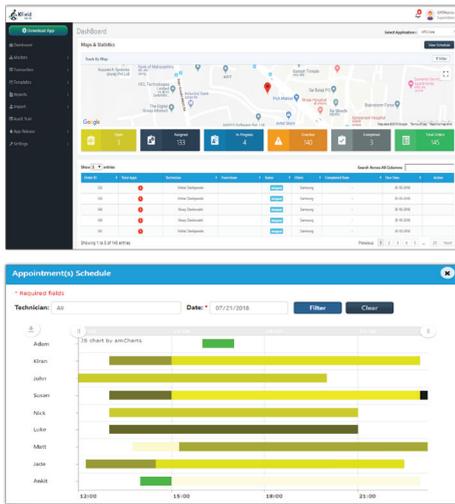
Improve
Productivity
by **35%**

Reduce
Cycle Time
by **25%**

Improved
Service
Level by **30%**

Integrated Solution Features

Manager View



- Integrated Service Portal
- Dashboard and Reporting
- Service Order and Appointments
- Integration with any backend system
- Dynamic Template Management
- Franchisee / Contractor Management
- Expense and Spares Management
- SLA Management

Field Technician View



- Dashboard
- Support Android and iOS
- Online / Offline Sync
- Service Order/Appointment Creation
- Spares Consumption Updates
- Map View for ease of access
- Alerts & Notifications
- Work in History
- Barcode, Photo Annotation
- Signature Capture
- Site Expense Management
- Mobile Usage Analytics

Our Differentiators

Ready to use
from **Day 1**

Scalable to
support your growing
business needs

Low TCO as it leverages
existing infrastructure and
reduces initial investment

Extensible to support
upward and downstream
processes

Modular and Customizable
for different business
sizes and requirements

Shorter turnaround time
to support custom
requirement



RESOURCES

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Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.