Birlasoft CXSPRINT Field Service Management

Rapid Implementation Services for SAP® FSM
**Speed to Value with Maximum Impact in Minimal Time**

Birlasoft’s **CXSPRINT** is a low cost rapid implementation approach designed to reduce cost, accelerate speed to value and minimizing risk, across SAP’s Customer Engagement solutions with multiple pre-build features and integration.

**CXSPRINT Field Service** gives organizations the ability to deploy the fully integrated version of SAP’s Field Service Management for as little as one third the implementation cost of the full SAP Launch approach.

Start at your own pace with a pre-configured “Out-of-the-Box” solution designed to keep the scope simple. **CXSPRINT** lets you build and extend “As-you-Go” to fit your business needs.

### SAP Field Service Management Deployment

<table>
<thead>
<tr>
<th><strong>TRADITIONAL APPROACH</strong></th>
<th><strong>CXSPRINT Field Service</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Costly with expensive change requests</td>
<td>Fixed fee engagement</td>
</tr>
<tr>
<td>Deployment timeframe: typically 9 to 12+ months</td>
<td>Integrated S/4 HANA, CRM and SAP Cloud for Service via SAP CPI in <strong>10-12 Weeks!</strong></td>
</tr>
<tr>
<td>Too many configuration options can be overwhelming, time consuming.</td>
<td>All the functionality and integrations necessary to launch a fully integrated system</td>
</tr>
<tr>
<td>Complexity drives reliance on SI for future enhancements</td>
<td>System training and complete functional documentation are included</td>
</tr>
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### KEY FEATURES

- Fully Responsive
- State of the Art Design
- High Performance

### DIFFERENTIATORS

- Proven implementation methodology
- Integrated with SAP Service Cloud or ECC/S4
- Industry expertise and solutions

### BENEFITS

- Significant cost reduction
- Data Security with SAP Field Service cloud
- Improve Field Service response times
Packaged Solution for **CXSPRINT Service**

**Budget:** Fixed Price $180K

**Scope:** Fully Integrated and Operational in **12 WEEKS**!

**Approach:** Best Practice SAP® Methodology leveraging Birlasoft’s Unique Tools and Accelerators

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**SAP FSM FEATURES**

<table>
<thead>
<tr>
<th>ROUTE PLANNING/DISPATCH</th>
<th>CROWD SERVICE</th>
<th>SMARTFORMS</th>
<th>S4 HANA / C4C INTEGRATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERVICE REPORT &amp; SIGNATURE CAPTURE</td>
<td>EQUIPMENTS</td>
<td>RESPONSIVE MOBILE (OFFLINE CAPABILITIES)</td>
<td>USER/ACCOUNT MANAGEMENT</td>
</tr>
<tr>
<td>PART INVENTORY</td>
<td>GOOGLE MAP INTEGRATION</td>
<td>AI BASED AND MANUAL RESOURCE SCHEDULING</td>
<td>STANDARD DASHBOARD ANALYTICS</td>
</tr>
<tr>
<td>ACTIVITY CHECKLISTS</td>
<td>WORKFLOW RULES AND NOTIFICATIONS</td>
<td>TRAINING &amp; POST GO-LIVE SUPPORT</td>
<td>TIME AND MILEAGE APPROVALS</td>
</tr>
</tbody>
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**What’s Included**

- Perfect Self Service Moment
- Realtime Status, History and Reporting Management
- Offline Mobile Capabilities
- Time, Material and Mileage Capture with CATS integration
- Resource Scheduling based on skills, geography and availability
- Standard Integrations for SAP ECC/S4 HANA and C4C
- API framework for rapid integration
- CPI Integration between C4C and S4 HANA
- Deployable solution designed specifically for the SAP FSM Cloud
- 20 Field Service Users
- Solution testing for quality/ regression/performance testing
- **CXSPRINT** HyperCare warranty support 10 days post-launch included
- Technical specification and training documentation
- Optional: Birlasoft CX SmartAMS for maintenance, enhancements and optimization
The Birlasoft Difference

100+ CX projects and Counting

200+ Consultants Worldwide

SAP S/4HANA & SAP ECC End-to-End Integration

Proven Results with Deep UX/UI Domain Expertise

25 Year Footprint Across the SAP Landscape

Global Deployment Capabilities
- Multi-country deployments
- Local country resources
- Award Winning AMS Support

Strong Value Prop
- Cost effective onshore/offshore model
- 16 yr. SAP relationship
- Innovation, IP and offshore COE
- Dedicated Marketing team
- CX Reseller

Our Sweet Spots
- B2B/B2C Commerce + Product Configuration / Variant Config, CPQ
- Sales Cloud / Callidus Commissions
- Service Cloud
- Marketing Cloud

Full complement of CX skills
- CREATIVE: Creative, UX and Digital Transformation
- TECHNICAL: Onshore/offshore developers
- INTEGRATION: SAP ECC, S/4 and 3rd party

Functional Expertise
- Marketing Cloud
- Sales Cloud / Commissions
- Service Cloud
- Commerce Cloud (CPQ, VC)
- Customer Data Cloud
- Qualtrics

We do the Plumbing
- SAP Cloud Platform Integration
- Legacy Datahub
- SAP S/4HANA integration knowledge

Partner Ecosystem:

Birlasoft Packaged Solutions for SAP Customer Experience

- Commerce B2B or B2C
- Migration to Commerce Cloud (support Move program)
- Sales
- Service
- Customer Data
- Commissions

We do the Plumbing
In the digital economy, to be an industry leader, organizations must make their AMS intelligent and automated, leveraging the latest digital technologies like Artificial Intelligence and Machine Learning. With intelligent and automated SmartAMS, companies can achieve proactive support, thus gaining insight into issues before they actually impact end-users.

**KPIs From SmartAMS**

- **85% YoY** Critical Incident Reduction
- **96%** Adjusted SLA Adherence
- **22%** Reduction in User Generated Tickets in a year
- **29% YoY** Cycle time reduction for user ticket resolution
- **28%** Service Requests resolved per month through Automation

**Birlasoft’s SmartAMS Key Features**

- **Self-Managed:** Seamless Transition to managed Services
- **Efficiency:** Cost Optimization and 360 Degree Cognitive Automation
- **Transparency:** Comprehensive SLAs and KPIs around Resourcing, quality and timeliness
- **Scalable & Flexible Engagement Model:** Right-shore Capabilities with Core + Flex demand driven model
How to Get Started?

Connect with your Birlasoft CX Expert for a free Pre-Assessment on the project scope

Contact us at: contactus@birlasoft.com

Why Birlasoft?

12,000+ Employees Globally

Development Centers - India (4) USA (1) | Operations Centers - Brazil and UK

5 Continents
14 Offices
27 Countries

2000+ Consultants World-Wide

True Digital Expertise

Industry and Analyst Recognized

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