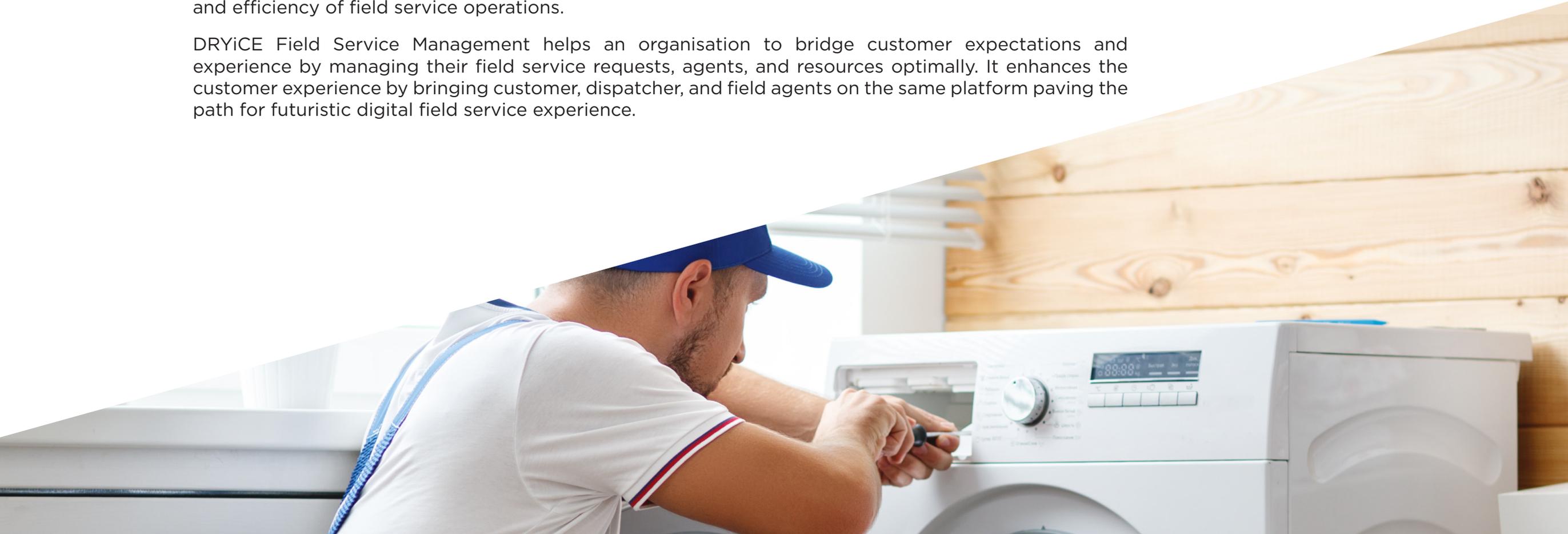


Value of DRYiCE Field Service Management

For today's digital first generation, personalized and quick services are the key differentiators in a purchase decision. They are now looking for benefits like assured uptime, proactive maintenance, with no divergence from SLAs.

In order to meet these expectations, it is important to improve scheduling efficiency, deploy skilled and relevant resources, and resolve issues at the right time. To fulfil this demand service providers require an end-to-end solution that provides real time visibility into operations for improving the speed, accuracy, and efficiency of field service operations.

DRYiCE Field Service Management helps an organisation to bridge customer expectations and experience by managing their field service requests, agents, and resources optimally. It enhances the customer experience by bringing customer, dispatcher, and field agents on the same platform paving the path for futuristic digital field service experience.



Challenges addressed by DRYiCE Field Service Management

With the increasing competition and the growing customer demand for superior service quality, organizations are struggling with different facets of delivering field services.



Managing emergency tickets



Recording agent's job and travel time



Providing optimal customer experience



Lack of access to relevant customer information



Monitoring assignments, equipment, and agents in real-time



Assignment of tasks to the relevant agent with the right skill sets

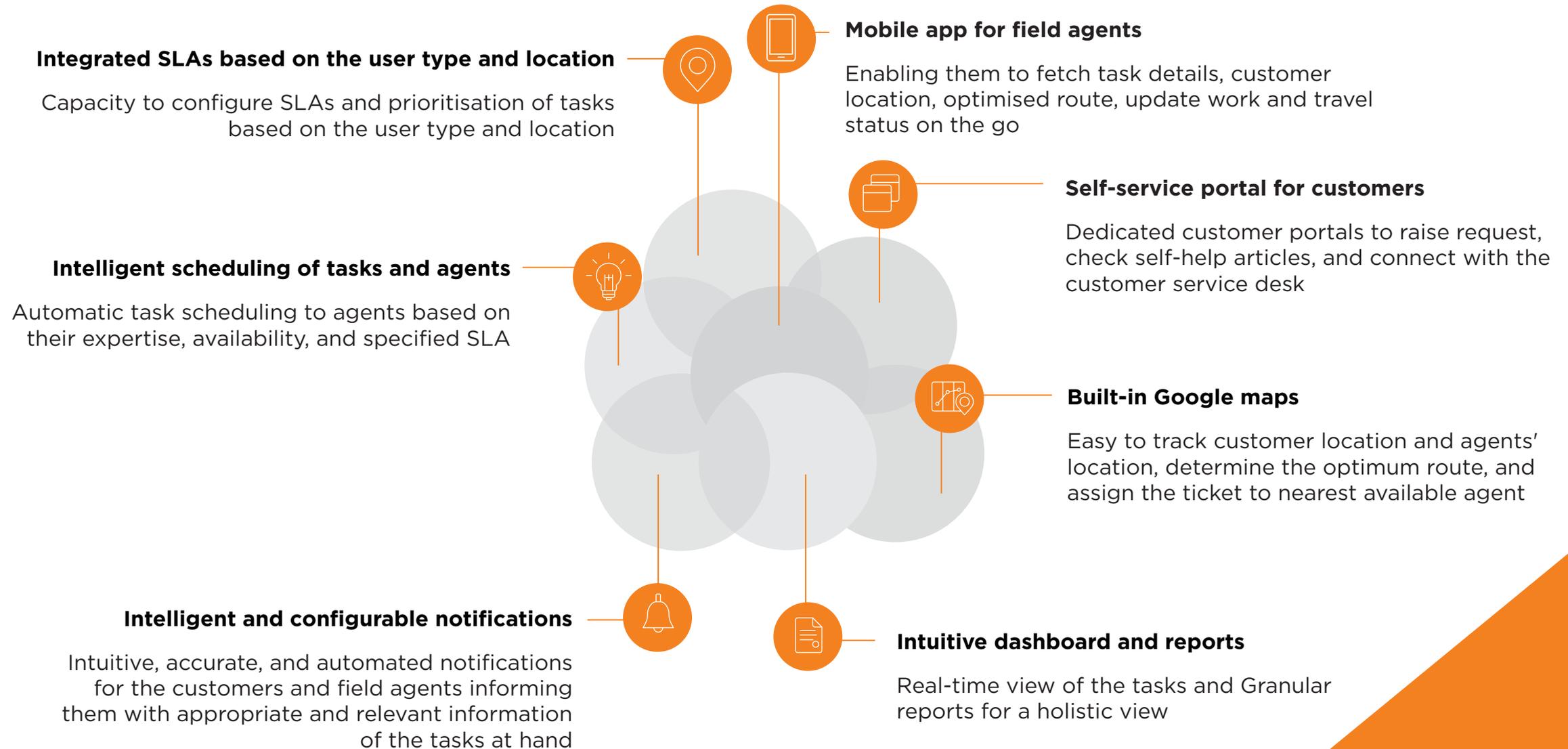


Managing the customers and in person service delivery anytime, anywhere





Key Features





Key Benefits



Timely and accurate resolutions

Auto assignment of tasks and tickets

Optimised resource utilisation

Real-time dashboard for the dispatchers

Live monitoring of assigned tasks, agents, and resources



Bolster operational excellence

Increased first-time resolution rate

Improved field agent efficiency

Lowered travel costs

Reduced operational costs

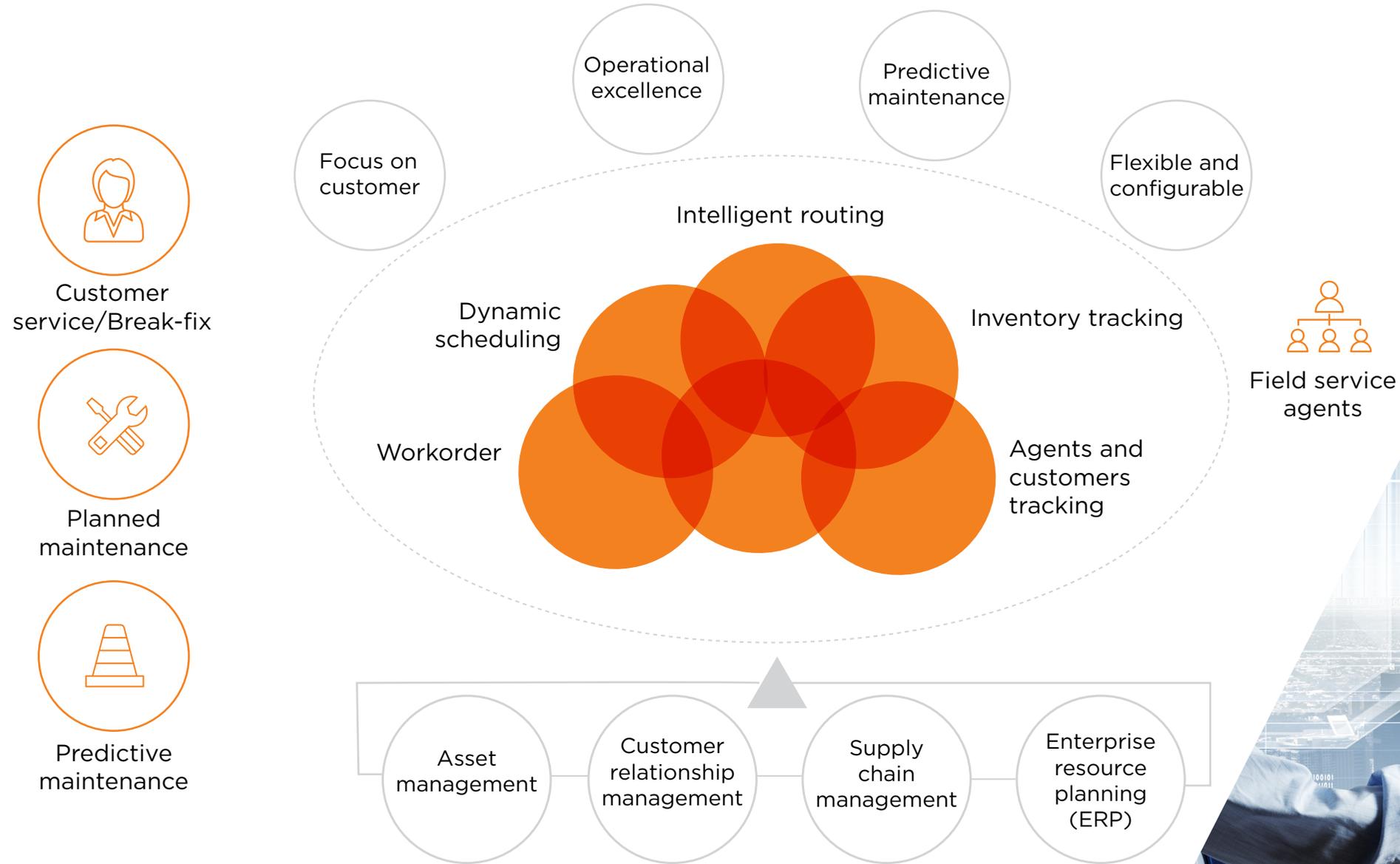


Improved customer satisfaction

Automated and timely notifications

Live SLA tracking

DRYiCE Field Service Management Modules



DRYiCE Field Service Management Methodology



Preventive to predictive maintenance

Shifting towards prescriptive maintenance and outcome-based contracts

Ability to absorb and act on signals captured in downstream systems such as ERP, Asset Management, etc.

Clear diagnosis before deploying an agent



Improve operational efficiencies

Quick access to knowledge resources for configuring and optimizing services to achieve business innovation

Enables agents to use intelligent routing, and readily available integrated customer and product information

Real time knowledge of resources, tasks, and inventory

Deliver additional peripheral services as value addition



Delightful user experience

Dynamic routing and intelligent scheduling based on the agent's location, expertise, and customer's history

Field agents will be elevated to brand ambassadors

Effective collaboration with centralized and standardized checklists, manuals, documents, conversations

Field agents can up-sell and cross-sell new equipment, upgrades, maintenance plans, etc.



Success Story

An American provider of industrial automation and IT solutions increases operational efficiency by 60% with DRYiCE Field Service Management



Business Problems

Distributed and diverse field workforce, including internal and third-party agents

Additional cost and complexities of onboarding third party contractors

Disproportionate resource utilization

Standardized training of all agents

Low customer satisfaction



Solution Highlights

DRYiCE Field Service Management was implemented as a single system to manage their entire field service workforce

The client began utilizing standardized and aggregated catalogs offered by pre-validated vendors. These newly on-boarded vendors started work instantaneously since no negotiations were required due to pre-defined SLA, terms and conditions, and identified Preferred Partners



Business Benefits

Operational performance increased by 60%

Reduced workforce costs by optimally utilizing their existing on-roll and contractual workforce

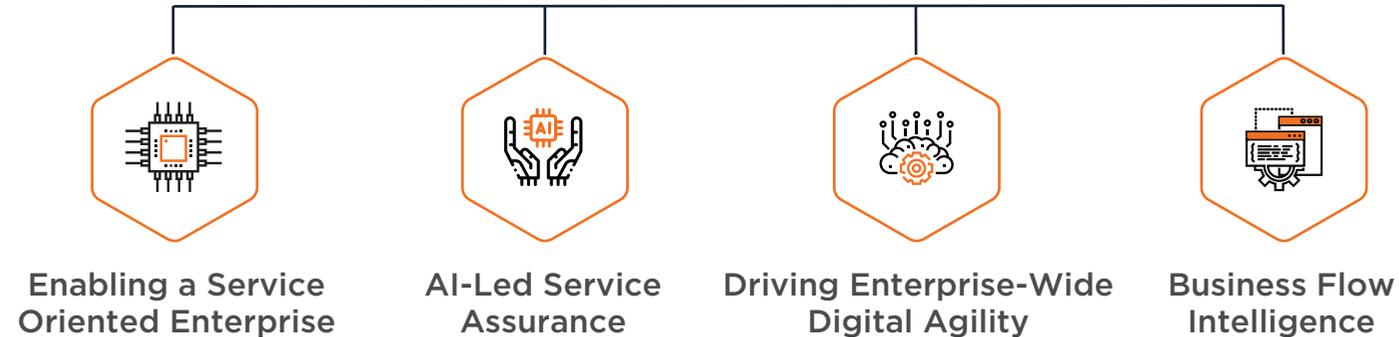
The client now first optimally utilizes their low-cost on-roll workforce before assigning work to high-cost contractual workforce, thus reducing running costs



About DRYiCE Software

DRYiCE Software is a division of HCL Technologies focused on building industry-leading software products for transforming and simplifying IT and business operations by leveraging AI and Cloud.

Our vision focuses on:



Want to know more?
Visit our website at dryice.ai or
write to us at dryicemarketing@hcl.com