

HCLSoftware

Field Service Management

Optimize service. Maximise uptime.
Elevating customer experience.



HCL Aftermarket Cloud

Boston Consulting Group documents that artificial intelligence in field services delivers *"15 to 20% revenue impact and 5 to 10% point gross margin impact"* with *"a 20 to 30% lift in productivity"* through smart scheduling and diagnostics. Real-world deployments achieve 5 to 10% productivity gains, 15 to 20% job duration reductions, and 10 to 20% improvements in rework rates

The Challenges

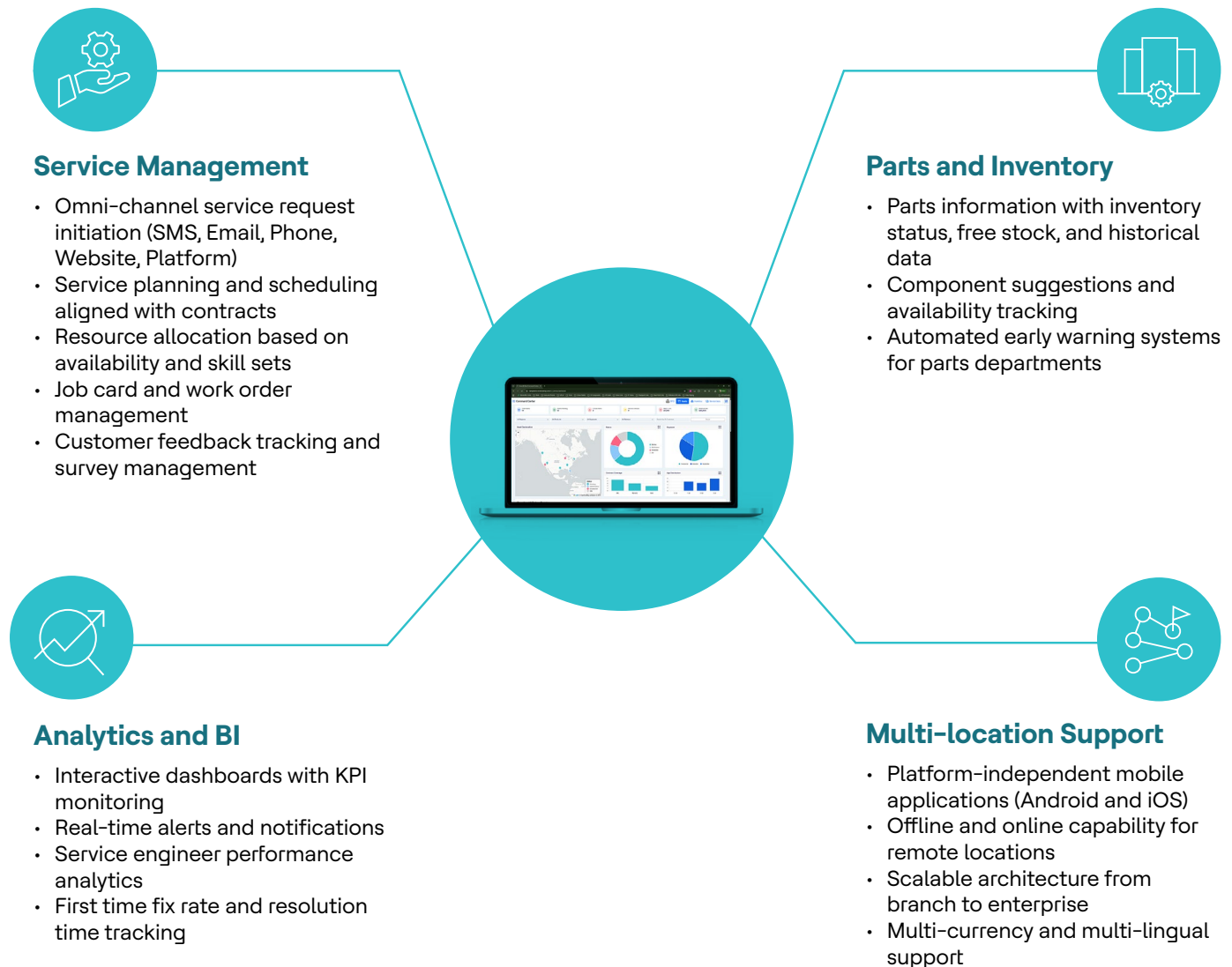
- **Service level agreement adherence:**
Inconsistent fulfillment of service commitments and product maintenance schedules
- **Work order tracking gaps:** Ineffective monitoring of field engineer status and job progress
- **Resource allocation issues:**
Scheduling conflicts from inadequate skill management and availability tracking
- **Limited customer touchpoints:**
Restricted data capture channels and engagement opportunities
- **Fragmented systems:** Complex integrations across entities with no centralized visibility
- **Warranty management:** Inadequate tracking of product status and service lifecycle at customer sites

The Impact

- Low First Time Fix Rates with manual validation processes
- Greater than **70%** of customer calls bypass service desk, going directly to technicians
- Equipment uptime averages below **40%**
- Customer satisfaction scores averaging less than **3.5** out of **10**



Complete Platform Solution



Additional Capabilities

- ✓ Warranty Tracking with failure rate predictions
- ✓ Complete Service History with build/replacement records
- ✓ Customer Self-Service mobile application
- ✓ Escalation Management with defined protocols

Proven Results

European Construction Equipment Manufacturer

The Challenges

- Greater than **30,000** annual service requests with manual validation
- More than **70%** of customer calls going directly to technicians
- Customer satisfaction below **3.5** low CSAT
- Ineffective field engineer and work order tracking

The Solution

- Field Service Management platform with web portal and mobile solutions
- End-to-end workflow tracking and monitoring
- Centralized service desk
- Complete information capture and BI reporting

The Results

50% Increase in service revenue



98% 'Very satisfied' customers



70% Decrease in direct calls to engineers



125% Machine utilization



100% Network visibility and standardized processes



Global Mining Equipment Manufacturer

The Challenges

- Limited visibility of machine status and customer details
- Customer satisfaction averaging **4.5 out of 10**
- Resolution time of **21 days** for 2,263 machines
- Manually managed field operations

The Solution

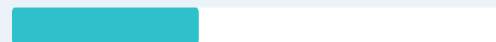
- System implementation to capture machine status and service cycles
Interactive dashboards by user
- Field engineer status and work order progress tracking
- Mean Time to Repair (MTTR)
- Mean Time between Failures (MTBF)

The Results

90% Reduction in repeat services



40% Decrease in travel costs



75% Reduction in service overtime



2x Improvement in average customer rating

> 5,000 Streamlined work orders annually

Why Choose HCL Aftermarket Cloud?

Unlock the Aftermarket Advantage

- **Operational visibility:** 360° control with deployment in months for rapid ROI
- **Cost optimization:** Reduced unnecessary travel and inventory carrying costs
- **Revenue realization:** Control revenue leakage with enhanced contract entitlement visibility
- **Customer excellence:** Greater than 98% satisfaction through consistent SLA delivery
- **Service efficiency:** Instant access to current and accurate information across field operations

Expertise



30+ Years in
Aftermarket Domain



150+
Digital Transformation Projects



14+
Industries Served

Domain Knowledge:

Transportation, Off-Highway, Industrial Machinery, Energy and Manufacturing

Platform



80-90%
Reusable
components

- ✓ **Modular Architecture:**
Comprehensive platform, easy to implement, simple to customize, quick to upgrade
- ✓ **Deployment:** Cloud or on-premise with 24x7 helpdesk and multi-lingual support

Track Record

> 20,000
End Users

> 2 Million
Job Cards

> 131
Business Entities

> 2 Million
Work Orders

> 25%
Products Serviced



"The Field Service Management market is projected to grow from \$3.24 billion in 2021 to \$8.06 billion in 2028 at a CAGR of 13.9%"

HCL Aftermarket Cloud

Field Service Management

Beyond efficiency. Proactive service, maximized uptime,
and strategic profit growth.



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Learn more about [Field Service Management](#)