






KFieldserve Field Service Management Solution from KPIT

-  Workforce Productivity
-  Serviceable Asset Uptime
-  Improved Order to Cash Cycle
-  Increased Customer Satisfaction
-  Configurable Templates

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|---------------------------------------|------------------------------------|---|
| Improve Productivity by 35% | Reduce Cycle Time by 25% | Improved Service Level by 30% |
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Field Service Management

Most businesses that involve field service management today are facing multiple challenges in the areas of :

- Better SLA Management
- Lack of visibility of Field Staff
- Inconsistent Service Experience
- Service Delivery Optimization
- Online/Offline Sync Facility
- Customer Retention




To address these challenges, these businesses need a robust Field Service Management solution that can not only integrate with existing infrastructure but also be scalable and survive in the varied mobile ecosystem.

Can this be done?

Introducing KFieldServe from KPIT.

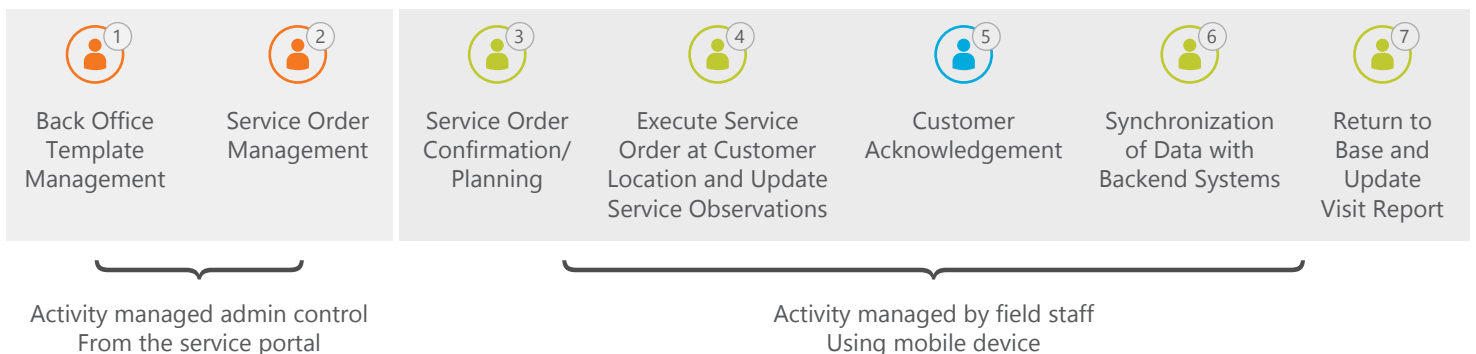
KPIT's KFieldServe is built to support various activities and tasks managed by field staff at remote site locations. The KFieldServe solution comprises of a Service Portal where all master data and allocation of the service jobs are managed and a mobile client that manages the execution of jobs at remote site locations.

KFieldServe : Mobile Solution for Field Workforce Management

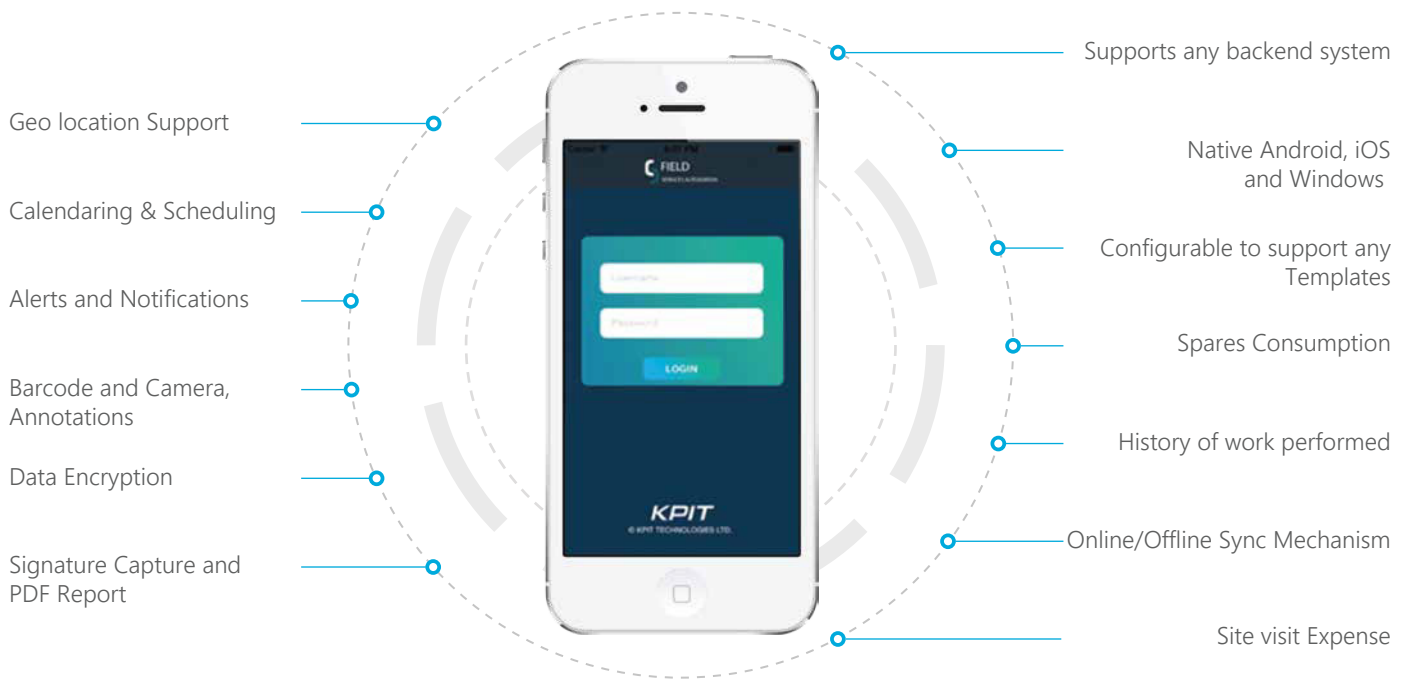
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| <ul style="list-style-type: none">  • Creates Checklist Repository • Generates Templates • Uploads Technician and Ticket Details • Allocates Service Order | <ul style="list-style-type: none">  • Service Execution at Remote Location • Offline Work Update on Mobile Device • Sync with Backend Systems | <ul style="list-style-type: none">  • Work completion Acknowledgement • Signature Update |
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 Administrator  Field Staff  Customer

Field Service Life Cycle



KFieldServe Service Portal Features



The KPIT Edge



Customized for Businesses

KFieldServe is modular and can be customized according to business size, from small to large and corresponding business requirements.



Low TCO

KFieldServe leverages existing infrastructure to achieve lower TCO and reduced initial investment.



Online/Offline Sync Mechanism

KFieldServe enables businesses to capture data at the point of transaction at all times, thus allowing data analysis in real time.



Regulatory Compliance

Complete transaction history is preserved for transparent audits and regulatory compliance.



Cost Effective

Complete reduction in administrative costs and other overheads associated with paper based FSM solutions.

To learn more about how KPIT's Field Service Management solutions can help you improve the effectiveness and efficiency of your business while delivering measurable results, contact us at digital@kpit.com

About KPIT

KPIT (BSE:532400, NSE: KPIT) is a global technology company specializing in providing IT Consulting and Product Engineering solutions and services to Automotive, Manufacturing, Energy & Utilities and Life Sciences companies. Together with its customers and partners, it creates and delivers technologies to enable creating a cleaner, greener, more intelligent world that is sustainable and efficient.

KPIT

Technologies for a better world

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