



# End to end seamless connectivity and intelligence in field service operations

Empower your field technicians and reduce operational costs with a state-of-the-art digitally-enabled unified field service experience

## Hexaware's Field360

Field360 builds on D365 Field Service to provide enhanced quality of field services by digitizing operations and integrating discrete systems. Customers experience an improvement in key metrics such as first-time fix rate, equipment uptime and asset performance.



## How customers have benefited from Hexaware's Field360

Increase in technician productivity by **20 - 25%**

Increase in asset uptime by **10 - 15%**

Increase in end customer satisfaction by **20%**

Increase in service revenue by **8 - 10%**

## Empowering Field Technicians



Unified technician services and seamless connectivity

Digital services ensuring first time right scenarios, reduced mean time to repair, reduced time between failures and increased customer satisfaction

**50% achievable reduction in field service technician idle time**

## Intelligent Prediction



End to end field visibility with data analysis. Better forecasting and early warning enablement

Improved monitoring and performance management of field services via servitization

**12-15% average cost savings through effective preventative maintenance**

## Immersive Touchless Experiences



Remote inspection & troubleshooting

Intuitive and time efficient way of interacting with stakeholders

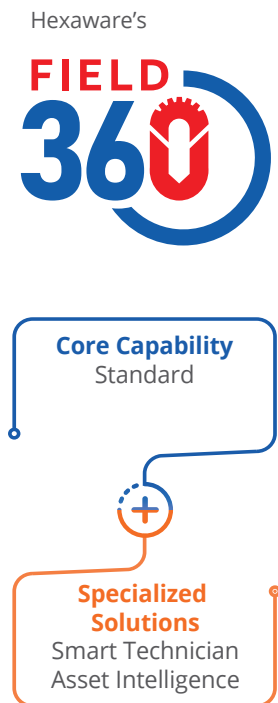
**80%+ First Time Fix Rate**

The cooperation with Hexaware has been fruitful and the best thing is the promises have been kept. We have been very pleased to see how Hexaware is contributing to the daily operational excellence. For the future we are talking a lot about automation as part of digitalization, how to enhance the capabilities and maybe it will expand all the way to utilize artificial intelligence tools.



**Leading Mining Solutions Organization**

## Complete solution customized to maturity profiles across industry segments



### Standard

- Automated field planning & scheduling
- Work order management
- Planned/scheduled maintenance
- Mobility
- Dashboard & analytics
- Parts management & returns
- Billing and invoicing
- Workforce planning
- Communication & collaboration
- Integrations with warranty, contracts and other system

### Smart Technician

#### Technician Self Service

Service history, work order, customer/technician/asset details etc. powered through voice/chat bot

Knowledge management integrated with HMD's

#### Remote Assistance

- Remote field tech. assistance
- Remote customer assistance
- Guided work order execution

#### Virtual Training

Simulation based on-field technical training

### Asset Intelligence

#### Asset Visibility & Maintenance

Remote asset performance monitoring

Condition monitoring of field equipment

Predictive maintenance

#### Intelligent Parts Management

- Real-time parts visibility
- Optimal parts scheduling
- Parts status/ordering through chatbot

# Get a preview into what field service transformation can do for you

Starting on a field service transformation journey can involve a lot of uncertainty, both in terms of the nature of transformation required, and the value you can expect from it. Our assessment walks you through a brief questionnaire to generate a detailed and immediately accessible report.



## What our Field360 assessment report provides



Contact us today to talk to our consultants about your field service needs.

Find out more about how our **7-day business value consulting workshop** can help you develop a solution plan and structured roadmap for your field services.

## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything<sup>®</sup>, Cloudify Everything<sup>®</sup>, Transform Customer Experiences<sup>®</sup>.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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### Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

