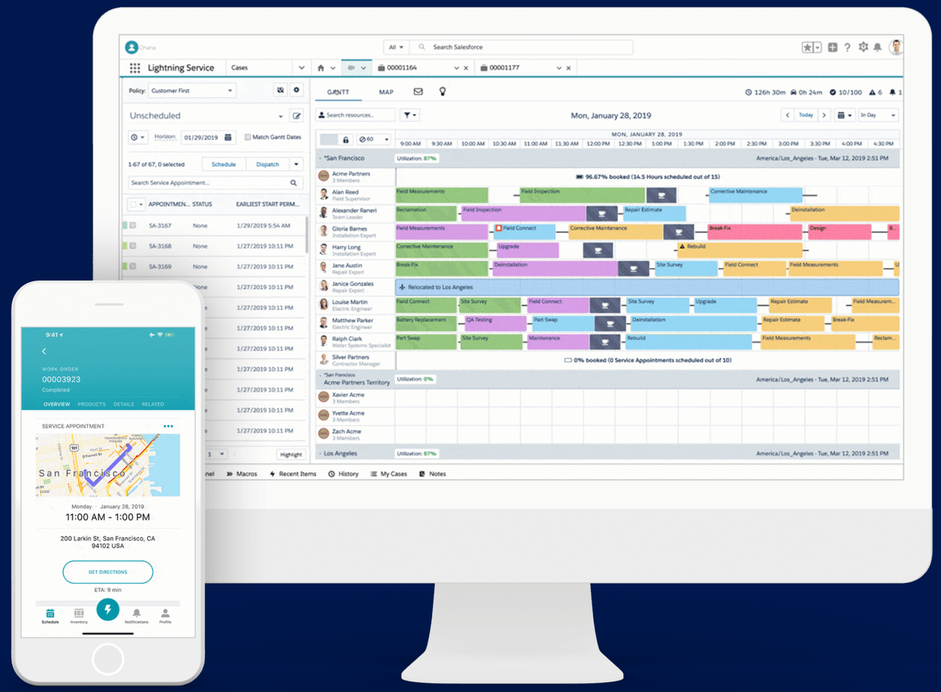
VANEIGENS

FIELD SERVICE LIGHTNING



salesforce
PARTNER SINCE 2017

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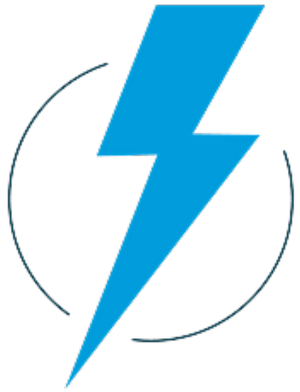
STRIKING CHALLENGES



Some questions for you...

- Are your field service processes not aligned enough?
- Is your field service team spending too much time on registering and reporting?
- Are you experiencing difficulties in flexibility of your field service?
- Are your agents too often not aware of latest developments?

FIELD SERVICE MANAGEMENT

Optimizing your field service with data, safety & agility

Field Service Management technology automates the field operations of a team of service professionals through mobile systems. As customer demands and the logistics of managing field teams continue to increase in complexity, it is clear that many business leaders — as well as employees, shareholders, and customers — are discovering the value that FSM software can bring to their organization as a whole. Make your field service more data driven and agile, decrease logging times, keep customer data safe and improve customer engagement with Salesforce Field Service Lightning.

Optimized
field service

Always
up-to-date

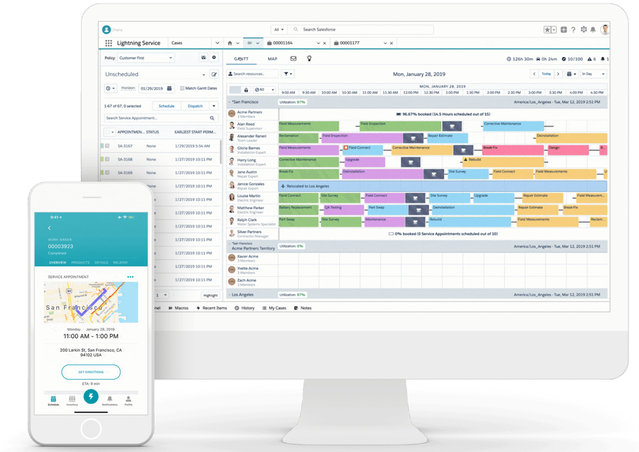
Mobile service
& support

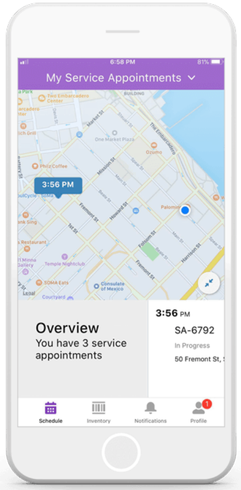
Safety
& agility

OPTIMIZE YOUR FIELD SERVICE MANAGEMENT WITH

FIELD SERVICE LIGHTNING

Working with Field Service Lightning is working with the best available service platform globally. Manage and monitor your mobile service and support through an omnichannel solution, enabling faster problem solving, increased productivity, automated planning, real-time insights into activities and much more.





DEVELOP CUSTOMER ENGAGEMENT BY ENABLING DATA FOR

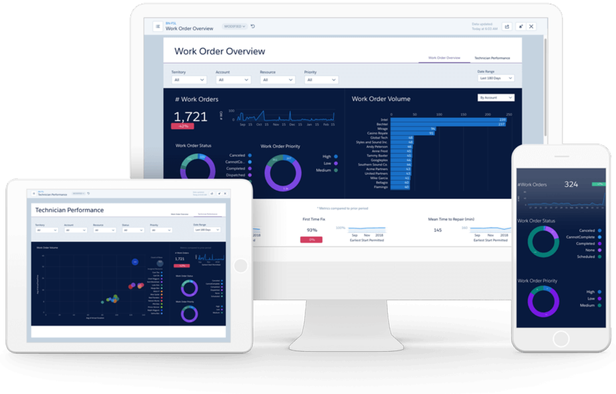
MOBILE WORKERS

By giving your mobile (service) workers the application with data, schedules, logging systems, tutorials and remote support, you enable them in solving problems directly and in an efficient and effective way. While being well prepared and up-to-date, your mobile workers are more agile and focused on providing the best possible service on location.

ENABLE YOUR CENTRAL AGENTS TO WORK ON

PRIORITIZING & EFFICIENCY

Mobile service requires an optimized central organization for planning, direct support, task appointment, asset management and more. Field Service Lightning enables you in keeping your central agents and mobile workers perfectly aligned, increasing efficiency, agility and customer experience.



GIVE MANAGERS MORE INSIGHTS INTO DATA VIA

DASHBOARDS, REPORTS & MORE

Field Service Management is more than providing mobile service. Enable your complete business development by keeping track on service contracts and maintenance subscriptions, managing externals and other employees, improving and providing a central knowledge base and through optimization of asset management.

FEATURES

Mobile customized app

Knowledge

Chat

Service reports

One click optimization

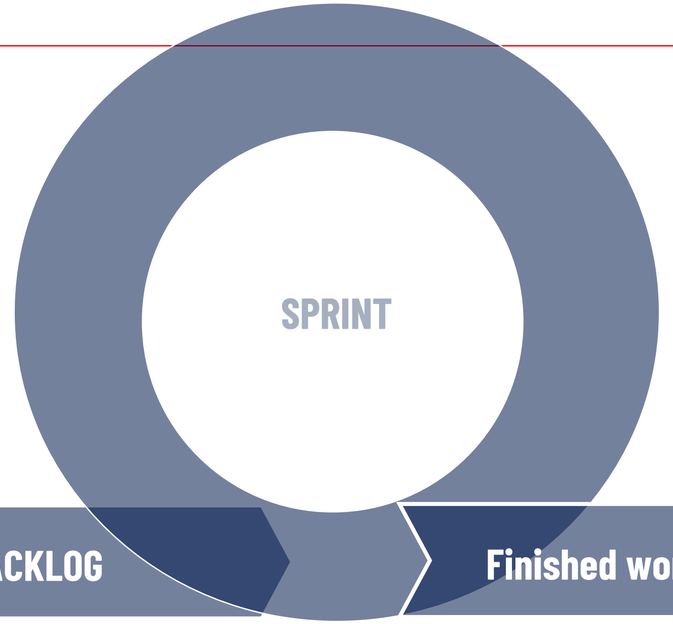
Asset Management

Offline update
preparation

Service &
Maintenance contracts

Management
Reports & Dashboards

APPROACH & INVESTMENT



PRODUCT BACKLOG → PLANNING → SPRINT BACKLOG → Finished work

ANALYSIS → DESIGN → BUILD → TEST → MIGRATE → RUN

Approx. 2 – 3 months

IMPLEMENTATION

50K – 100K*

PROJECT MANAGEMENT

15%-20% of Implementation per year

INNOVATION & SUPPORT

15%-20% of Implementation per year

*Investment is subject to project scoping, excluding Salesforce pricing.

OUR FSM EXPERIENCE

An experienced team of FSM professionals:

- 4 Salesforce Certified FSL pro's
- 10+ years of FSM experience
- 25+ FSM projects successfully executed

VANEIGENS is Officially **Field Service Lightning – Navigator Specialist I**

Field Service Lightning

OUR SERVICES

Consulting

Digital transformation and development, IT and solution design, business requirements.

Implementation

Configuration, development, journeys, training, testing, data migration and integrations.

SAAS

Innovation and development of product add-ons, recurring license, support and maintenance.

15+

Years of experience

65+

Successful projects

55+

Certifications

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