Data Sheet
FUJITSU Enterprise Application GLOVIA OM

Enhance Your Business in the Cloud: What is missing in your cloud solution?

GLOVIA OM provides world-class customer service through field service. GLOVIA OM Field Service is designed to overcome the biggest challenge facing businesses – delivering world-class customer service while managing field service resources effectively. Our solution provides the information required to manage your field service department: from initiating cases to managing service tickets.

World Class Field Service

Given the rapidly changing technology, product proliferation, and ever-shortening product lifecycles, customer service is becoming the key competitive differentiator. For complex manufacturers, your success is determined by how well your field service engineers perform, how quickly they respond to customer requests and how effectively you manage them.

Advantages of Field Service
• Increase customer satisfaction and loyalty
• Generate additional revenue stream
• Increase efficiency for a service ticket
• Improve response time
• Minimize field service and material cost
• Increase utilization of field service engineers
• Improve service ticket visibility and availability of field service engineers

Comprehensive Functionality

GLOVIA OM Field Service is capable of handling all of your customers’ service requirements, whether it’s an occasional service or routine maintenance. This solution addresses the current and future needs of your entire enterprise, enabling you to improve the efficiency of scheduling field service with accurate service cycles so that you can provide excellent customer service.
• Manage services on mobile device leveraging Salesforce
• Provide service estimates to customer
• Manage service contracts for warranty, preventative maintenance, etc.
• Access customer sites to view assets
• Geolocation to search for nearest field service engineer with skill sets
• Set appointments for field service engineers
• Visibility into inventory availability
• Leverage chatter to get resources from other field service engineers

Manage Assets

GLOVIA OM maintains a record of the asset for a product sold to a customer. This asset record can be used by the field service engineer to locate the asset for service. And now with geolocation, an accurate search for an available field service engineer nearby with the skills required is now possible. This feature provides an accurate record for future maintenance, upgrades or any service. Inventory reports are available at any time for comparison between planned and actual installations by the field service engineer.

Manage Field Service Engineers

Track and manage your most valuable customer service assets: your field service engineers. This solution allows scheduling, maintaining and tracking of time through a calendar. Field service engineer with skill set available near customer site can be assigned via geolocation.

Customer Sites

Multiple Assets

Create Service Ticket and Estimates

Field Service Appointment

Geolocation

Inventory Inquiry

Parts Check in/out

Field Service Engineer

Parts Check In/Out

Warehouse

Customer

Invoice

Record Actuals

Invoice

Payment

Repair Assets

Customer Site

Parts Check

Qualified Skillset

www.glovia.com/GLOVIA-OM/
Extend the Salesforce Platform with Field Service

Benefits

- Increase visibility into the site
- Manage sites and location
- Track appointments within each site
- Manage service tickets
- Geolocation for field service engineers
- Visibility into assets within each site

Improve field service efficiency

- Manage and schedule service contracts
- Initiate contract dates
- Assign assets and pricing to service contracts
- Track service tickets associated to a service contract

Rapid field service estimation

- Rapidly get estimates for field service
- Assign parts, labor and expenses to a template for a product
- Visibility of service tickets associated to the template
- Manage assets

Schedule field service engineer

- Schedule appointments to determine availability of field service engineer
- Assign field service engineer to a team for larger projects
- Report on parts/components used
- Manage warehouses, service tickets and inventory availability

Generate service tickets

- Efficiently get field service estimate
- Record the actual parts, labor expense
- Generate invoice for the customer
- Create field service order for complex field service

Service Ticket

GLOVIA OM provides a robust solution for field service, in fact it is much more than just field service. Since we are based 100% on the force.com platform, we can leverage the powerful Salesforce sales cloud and service cloud tools to enhance the functionality in GLOVIA OM. This includes the ability to leverage Salesforce cases and extend that through to GLOVIA OM’s Service Tickets. This allows service centers and call centers to support, track and record issues related to the products before a service ticket is generated. Once the service ticket is generated, estimates and actuals can be recorded along with the ability to generate an invoice.

Site

Sites can be established in GLOVIA OM to provide a way of tracking assets or products installed and being serviced. Essentially, when an order is being placed for a product and the site is declared, after shipment an asset record will be created and can then be managed from the site.

Service Contract

GLOVIA OM gives you the ability to create a service contract from a Salesforce contract or independently from the service contract tab. A service contract in GLOVIA OM allows you to declare the effective dates for the service contract along with whether it is billable or not. This is useful when you consider that the service contract can be used when a product may not be billable under warranty.

Field Service Template

Field service templates is used during the creation of a service ticket when generating the estimates. Templates can be created and associated to a product that may often times require the same parts, labor and expenses such as maintenance service. In this case using the field service template minimizes the downtime in which the field service engineer would otherwise need to take in order to fill out the estimates.

Field Service Engineer

GLOVIA OM’s Field Service functionality includes the ability to create and specify a field service engineer for a service ticket and also the option to apply it to the lines. In addition, if a field service was labor intensive, you have the option to specify field service engineers into a team and have the team be assigned to a service ticket. Field service engineers now have the option to check their inventory for parts availability before going on site.

Scheduling Field Service Engineer

With the hectic schedules that field service engineers have, GLOVIA OM provides you with the ability to schedule your field service engineers by appointments and using geolocation to find the nearest field service engineer with the required skill sets. Field service engineers needing a little help in solving the problem can leverage chatter to collaborate with other engineers to get the necessary resources to complete the service.