



# IoT-Enabled Field Service

## Deliver intelligent and proactive field service to improve customer satisfaction

Running field service operations means managing numerous moving parts, including work orders, scheduling, dispatching, and equipment tracking. With the ability to collect real-time data on equipment performance and transmit it to a centralized system, manufacturers can use “smart” IoT devices to predict maintenance needs and address potential issues before they lead to downtime or disruptions. By enabling a proactive approach based on customer data and predictive analytics, Argano’s industry solutions provide manufacturers with agile solutions to leverage next-generation IoT technology to drive growth.

### Solution Overview

- **Salesforce Field Service**
  - Mobile apps that boost mobile worker productivity
  - Dispatch management, scheduling and optimization
  - Asset service management
  - Work order management
- **Manufacturing Cloud for Service**
  - Service lifecycle management
  - Service console for manufacturing
  - Forecast service revenue and spare parts demand

- **Data Cloud**
  - Unify customer data sets around a single-source-of-truth
  - 360-degree customer view
- **Service Cloud Einstein**
  - Personalized service replies
  - Automated work summaries and knowledge articles
  - Next-best actions
  - Multilingual bots
- **Customer Service Automation**
  - Workflows and orchestration
  - Integration with real-time data
  - Robotic process automation
- **MuleSoft Anypoint Platform**
  - Synchronize data and automate transactions between Salesforce, ERP, and other third-party systems

### We know Salesforce

Argano is a longstanding Salesforce partner that empowers businesses to optimize operations, enhance customer experiences, and drive revenue by enabling agile and integrated business processes. Focusing on industry-specific best practices combined with extensive solution experience, we accelerate time-to-value for our clients’ Salesforce initiatives.

## Business Outcomes

- Improve orchestration between field technicians and operations
- Reduce volume of customer issues and service calls
- Minimize downtime and improve equipment fix rates
- Implement remote monitoring and diagnostic management of autonomous devices
- Increase service efficiency while decreasing operational and dispatching costs
- Unify disparate systems to create real-time actionable reports

## Argano Differentiators

- Faster time-to-value
- Blended project teams with the right resources
- End-to-end solution demos for proof-of-concept
- Pre-sales resources ready to collaborate
- Extensive industry expertise and best practices

Find out how Argano and Salesforce maximize technology investments and drive success. Contact us today at [salesforce@argano.com](mailto:salesforce@argano.com).