Brochure

LTIMindtree's NextGen Field Service Solution for Manufacturing Organizations

Introduction

At LTIMindtree, we constantly strive to introduce innovative solutions that enhance our customers' experience and seamlessly integrate with their SaaS Solutions. Through the utilization of open-source components like JavaScript frameworks and the Oracle PaaS stack, we have successfully developed additional features for (OFSC).

These enhancements include digital safety checklists, estimation capabilities for field service jobs, and a debrief functionality for invoicing. Our focus is on leveraging the OFSC within the comprehensive Oracle CX suite to provide added functionalities and value to our clients.

Business Problem

For businesses heavily reliant on aftersales support, such as large manufacturing companies, delivering end-to-end solutions for service operations is crucial to their success. While the Service and Field Service solutions in the Oracle CX suite cover most aspects of this cycle, there are certain areas that require custom add-ons. These may involve implementing safety checklists or other types of worksheets, providing estimations for technician activities, enabling debrief processes for invoicing, facilitating parts ordering on the go, and synchronizing 'On-hand' inventory with the OFSC resource inventory.

Our Solution

At LTIMindtree, we have developed customized components and plugins to address the forementioned functionalities within OFSC. Our plugins include:

Safety Checklist: A JavaScript-based form and logic that enforces the completion of questionnaires before initiating a job, with the inputs stored as PDF attachments in Oracle Fusion. The solution components include JavaScript, OFSC, Oracle Fusion CX, and OIC.

Estimations: This functionality enables the creation of job estimates, customer approval workflows, estimate visibility, and revision in OFSC. The solution components include OFSC, Oracle Fusion CX, OIC.

Parts Ordering on the Go: This feature allows users to search for parts using their numbers and place orders with specified shipping addresses in the ERP (Order Management) module through a user interface. The solution components include JavaScript, OFSC, Oracle Fusion CX, OIC.

Debrief Plugin: With this plugin, users can create sales orders and generate invoices in the ERP (AR) module. The solution components include JavaScript, OFSC, Oracle Fusion CX, and OIC.

Sync of 'On-hand' Inventory: We ensure synchronization between the ERP sub-inventory organization's 'On-hand' and OFSC resource inventories. The solution components include OFSC, OIC, and PL/SQL.

Why LTIMindtree

LTIMindtree stands out as a trusted advisor to our clients and partners due to our extensive experience in delivering end-to-end solutions across various industries within the CX and ERP ecosystem. Our unique strengths include industry and vertical-specific process expertise, insights gained from successfully implementing end-to-end solutions, and strong alignment with Oracle to implement best practices-driven solutions.

These differentiators position LTIMindtree as a preferred partner, providing unparalleled value to our clients.

LTIMindtree embraces the limitless possibilities of technology with a range of comprehensive IT services and solutions, that help empower your business to thrive in this digital age.

For more information, write to us at oraclemarketing@ltimindtree.com.